

Measuring Satisfaction with the City of Atlanta's Permitting Process

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Carl Vinson **Institute of Government**

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EXECUTIVE SUMMARY

In the fall of 2005, Georgia Power Corporation, commissioned the Carl Vinson Institute of Government (CVIOG) to conduct surveys of those who have applied for a building permit with the City of Atlanta. Georgia Power commissioned these surveys on behalf of and at the request of the City of Atlanta. This donation is intended to provide the City of Atlanta with timely and actionable data to assist in identifying and improving the customer's experience with the permitting process. These data will further serve as the base line from which the City of Atlanta Bureau of Buildings will measure experience and satisfaction in the future.

The survey asked respondents about their experiences with the City of Atlanta permitting process in general as well as asking about specific departments involved in the permitting process.

The survey findings include the following:

- The vast majority of respondents (78 percent) have applied for more than one permit with the City of Atlanta.
- While it appears that most respondents are having similar experiences with the permitting process, those who have had repeat experiences are slightly more likely to hold critical views than are those who have had only one experience.
- Among those who have had repeat experiences with the City of Atlanta, 36 percent feel that the customer service has gotten better over the past 3 years.
- In general, timeliness is an area of concern for many respondents. A plurality of respondents (38 percent) feel that it took too long to complete the permitting process.
- The most prevalent ideas for improving the City of Atlanta's permitting process are increasing overall efficiency (22 percent), increasing the number of staff (12 percent), increasing and improving communication with customers (10 percent), reorganizing staff and departments (9 percent), and making more information available online (7 percent).

INTRODUCTION

The City of Atlanta Bureau of Buildings is part of the Bureau of Planning and Community Development and it exists to review, approve, and issue all building permits within the city limits. The mission of the Bureau of Buildings is to “safeguard public health, safety, and general welfare by enforcing the building codes adopted by the City of Atlanta.” The Bureau of Buildings seeks to become a modern, dynamic, and efficient organization which places a top priority on being customer friendly¹.

Based on previous information gathered from customer feedback, the City of Atlanta provided the Carl Vinson Institute of Government Survey Research Unit with areas of concern surrounding the permitting process. These general areas were then used to design a survey which would provide timely data that the City of Atlanta could then use to understand and improve the customer experience. Although the Bureau of Buildings is the primary point of entry for most permit applications in the City of Atlanta, some permits will be handled by departments not under the purview of the Bureau of Buildings. The survey design took this into account and designed modules which reflect the permitting process as a whole.

The funding for this project was provided by the Georgia Power Corporation as a donation to the City of Atlanta.

¹ City of Atlanta Bureau of Buildings. Information gathered from website which was accessed on March 15, 2006. <http://www.atlantaga.gov/government/planning/burofbuildings.aspx>

METHODOLOGY

In order to generalize to the population of permit applicants, the Institute of Government needed to select potential respondents in an unbiased and scientific way. This was done following the simple rules of probability sampling.

The Bureau of Buildings provided CVIOG with information gathered when a customer applies for a building permit. This information is gathered using the KIVA system which captures information such as contact names and numbers, type of permit requested, and a description of the project among other things. Customers who applied for a permit during the months of May through December of 2005 formed the basis for the sampling population. For each building permit application, customers are asked to provide 3 points of contact: applicant, contact person, and professional². In order to get representation from each type of contact we first randomly chose either “Applicant”, “Contact”, or “Professional” from each record to be the respondent for that permit. If the “Contact” or “Professional” information was not complete, the “Applicant” was used as the default; in the cases where the “Applicant” information was not complete, the “Professional” contact information was the default. In a case where the sample file had two phone numbers for a single contact, we selected the first phone number provided as the primary contact number and the second number as a secondary contact.

Before selecting the sample records, we checked for duplicates among the selected respondents so that no individual or business appeared in the sample more than once. We did this so as not to disturb individuals or businesses with many permit applications several times in a single iteration of the survey. If an individual or business had more than one permit application, we randomly selected one permit to be included and removed the others from the sample.

Records from the sample list were assigned random numbers and were grouped according to the random value in order to eliminate selection bias. The phone center received the randomly selected potential respondents and attempted to complete interviews according to the group order assigned by the Institute of Government in the sampling process.

The phone center also received instructions with each permit as to which questions to ask of each respondent. Because some permit types will necessarily interact with specific departments in the City of Atlanta and not with others, we tailored our survey to reflect the departments most likely involved based on the permit type. This information was provided to the survey research team by the client. A specific set of questions, or module,

² While the KIVA system does collect information for contact, applicant, and owner it is not required that each one be filled out with valid information. As was often the case, the person applying for the permit would put only a business name and phone number with no real person to serve as a point of contact. This made it especially difficult to narrow down the person who dealt directly with the specific permit application that was being surveyed.

was created for most departments involved in the permitting process³. Respondents, being called in reference to a specific permit application, were given the questions most relevant to that permit type. The relationship between the potential respondent and set of relevant survey questions was pre-determined in the sampling process based on client-provided records that showed connection between permit type and departments.

These data were collected via phone survey in two separate iterations. The first contained those who applied for a permit in May, June, July, or August of 2005. This first iteration was conducted between November 8 and December 2, 2005. There were 402 completed interviews for this iteration. The second iteration included those who had applied for a permit in September, October, November, or December of 2005. This second iteration was conducted between December 15th, 2005 and January 24 2006. There were 600 completed interviews for this iteration for a combined base line total of 1,002 completed interviews.

³ The client provided the survey research team with a list of departments selected for inclusion in the survey.

RESULTS

All respondents were asked a series of questions about their overall satisfaction with the City of Atlanta permitting process. Respondents were also asked about specific areas of concern that had been determined from previous customer feedback.⁴ These questions are intended to provide actionable data that may be used to improve the customer experience. For a complete list of all tables and responses, please see Appendix A⁵.

There are slight differences in levels of satisfaction from those who responded to the first iteration and those who responded in the second iteration. Respondents from iteration #2 seem to be slightly more satisfied than those in iteration #1. The differences are so small that it is difficult to make any meaningful projections as to why. It is possible that changes in the City of Atlanta permitting process are having a slight impact on customer perception and satisfaction although it would take substantially longer than the 3 weeks that separate iteration #1 and #2 to see dramatic changes in levels of satisfaction. While we may occasionally show differences where they exist, due to the weak relationship between the above-mentioned groups we find it best for the purposes of this report to present overall satisfaction without breaking out these two groups.

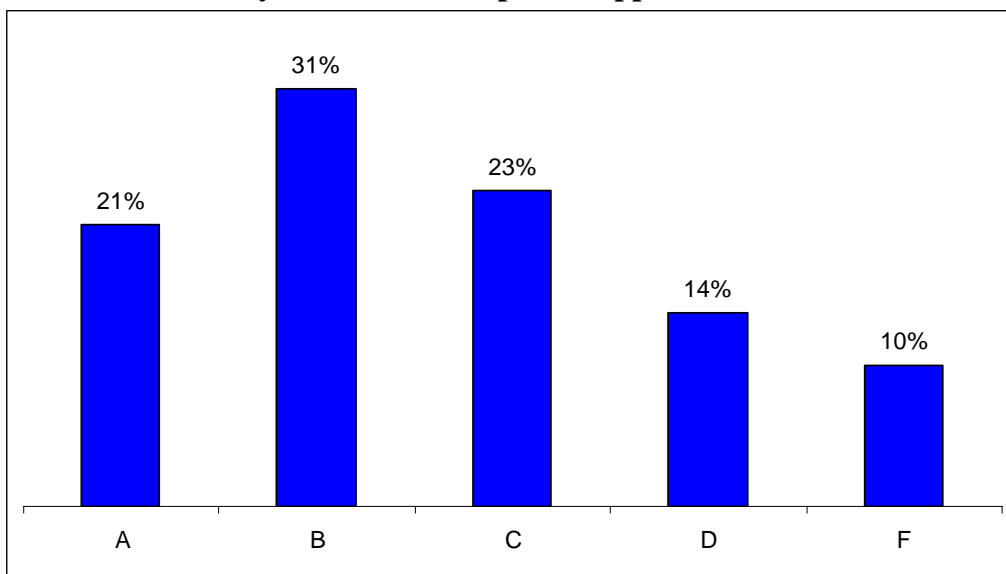
⁴ The City of Atlanta Bureau of Buildings provides several means for customer feedback. The survey was designed keeping some of these concerns in mind.

⁵ Each question allowed for the respondent to reply that they did not know the answer or refuse the question all together. However, most charts included in this report do not include the “Don’t know” or “Refused” options therefore charts will not necessarily equal 100%. Frequencies for all response options, including “Don’t know” and “Refused” can be found in Appendix A.

Overall Satisfaction with Permitting Process

In order gauge overall satisfaction, we asked respondents to grade the City of Atlanta on how they handled the respondent's most recent permit application. Overall, respondents give the City of Atlanta high marks. A majority (52 percent) of respondents give the city either an "A" or a "B" (21 percent and 31 percent, respectively). While marks are generally high, one quarter of respondents gave the City of Atlanta permitting process a D or F. (see Figure 1). While respondents were allowed to give either a + or – to each grade, most chose the straight grade of A, B, C, D, or F.

Figure 1. What grade would you give the City of Atlanta on how they have handled your most recent permit application?



Most of those who responded to the survey are not new to the City of Atlanta permitting process. In fact, 78 percent of respondents have applied for more than one permit with the City of Atlanta. There are some slight differences in levels of satisfaction by different customer types. Those respondents who have only had one experience with the City of Atlanta permitting process are slightly more positive than are those with repeat experiences. While we cannot be certain of the reason for this, some verbatim responses indicate that those with repeat experiences also have experiences with other county and city planning offices. It is feasible that this group of individuals grade the City of Atlanta not solely on its actions, but how its permitting process compares to other counties or cities.

When asked about coordination between city offices, slightly more than half of respondents say that city offices worked extremely well or somewhat well when it came to handling their most recent permit application (20 percent and 34 percent, respectively) (see Figure 2). In general, respondents are somewhat more likely to say that it was easy to get information about the progress of their permit than are those who say it was difficult (51 percent and 43 percent, respectively) but only marginally so (see Figure 3).

Figure 2. How well do you feel all the City offices worked together when it came to handling your permit application?

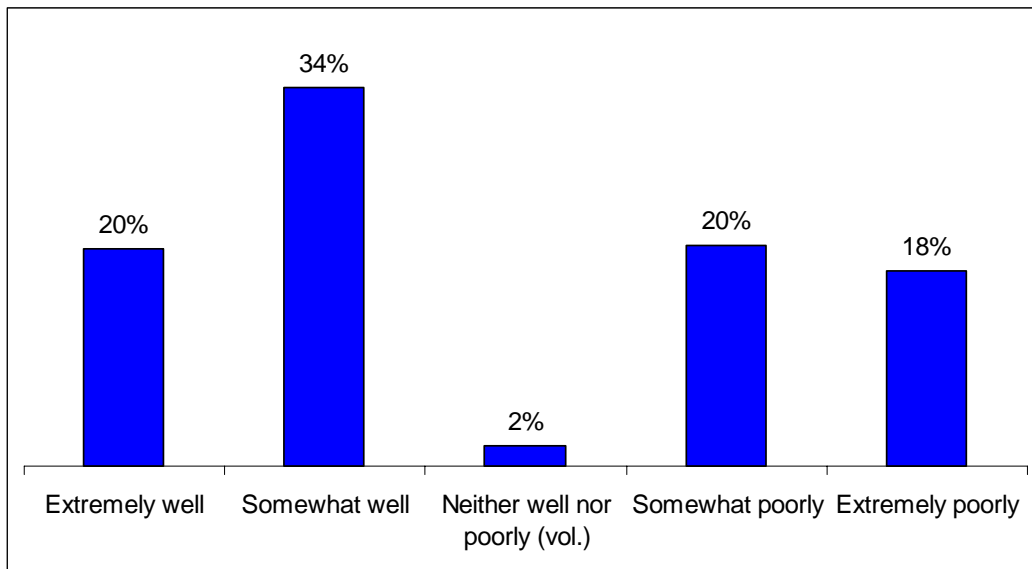
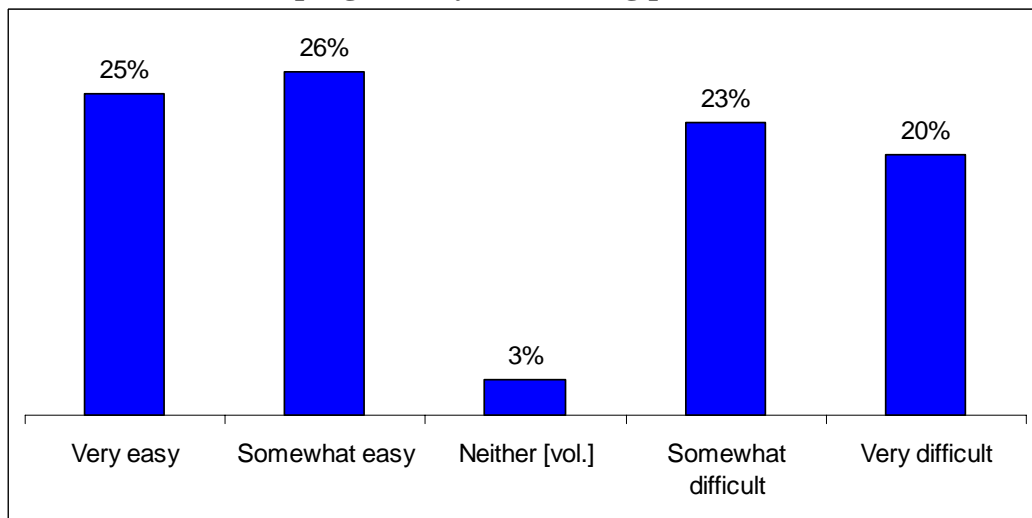


Figure 3. Would you say it was easy or difficult to get information about the progress of your building permit?



Thirty-eight percent of respondents who had received their permit at the time of the survey say that it took too long to get their permit. Thirty-five percent say the time required was reasonable, while 26 percent say it was a relatively quick process (see Figure 4).

Forty-one percent of those who have had repeat experiences feel that it took too long to get their permit compared with only 30 percent of those who have had only one experience (see Figure 5).

Figure 4. Was the time required to complete the overall permitting process quick, reasonable, or did it take too long? (N = 764)

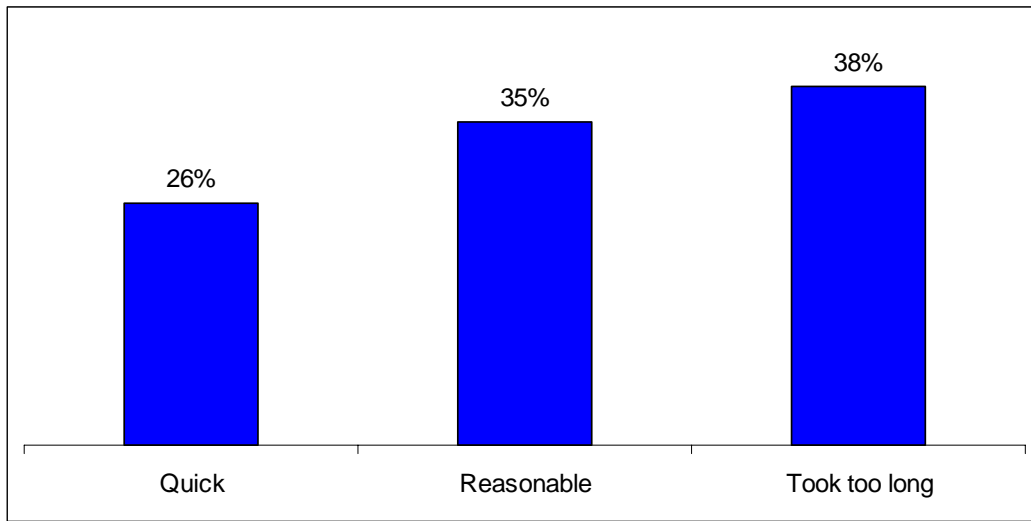
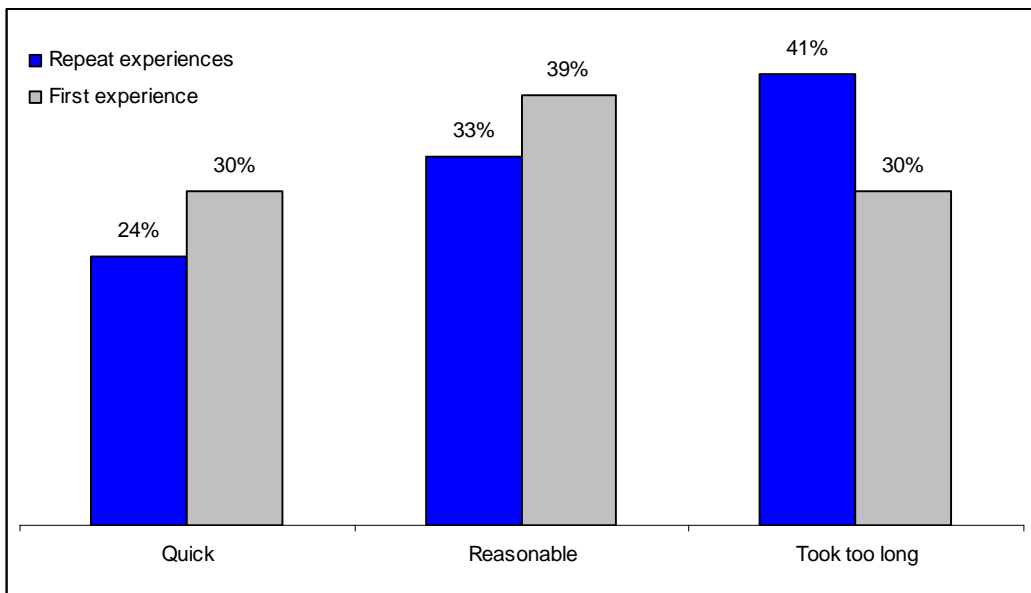
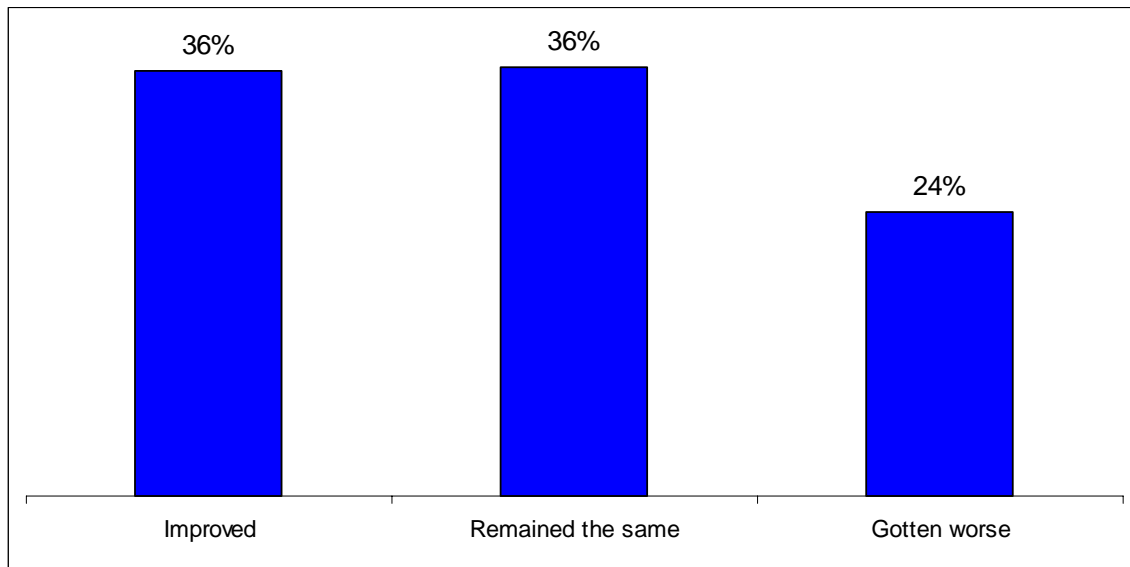


Figure 5. Time to Complete Permitting Process by Experience Level



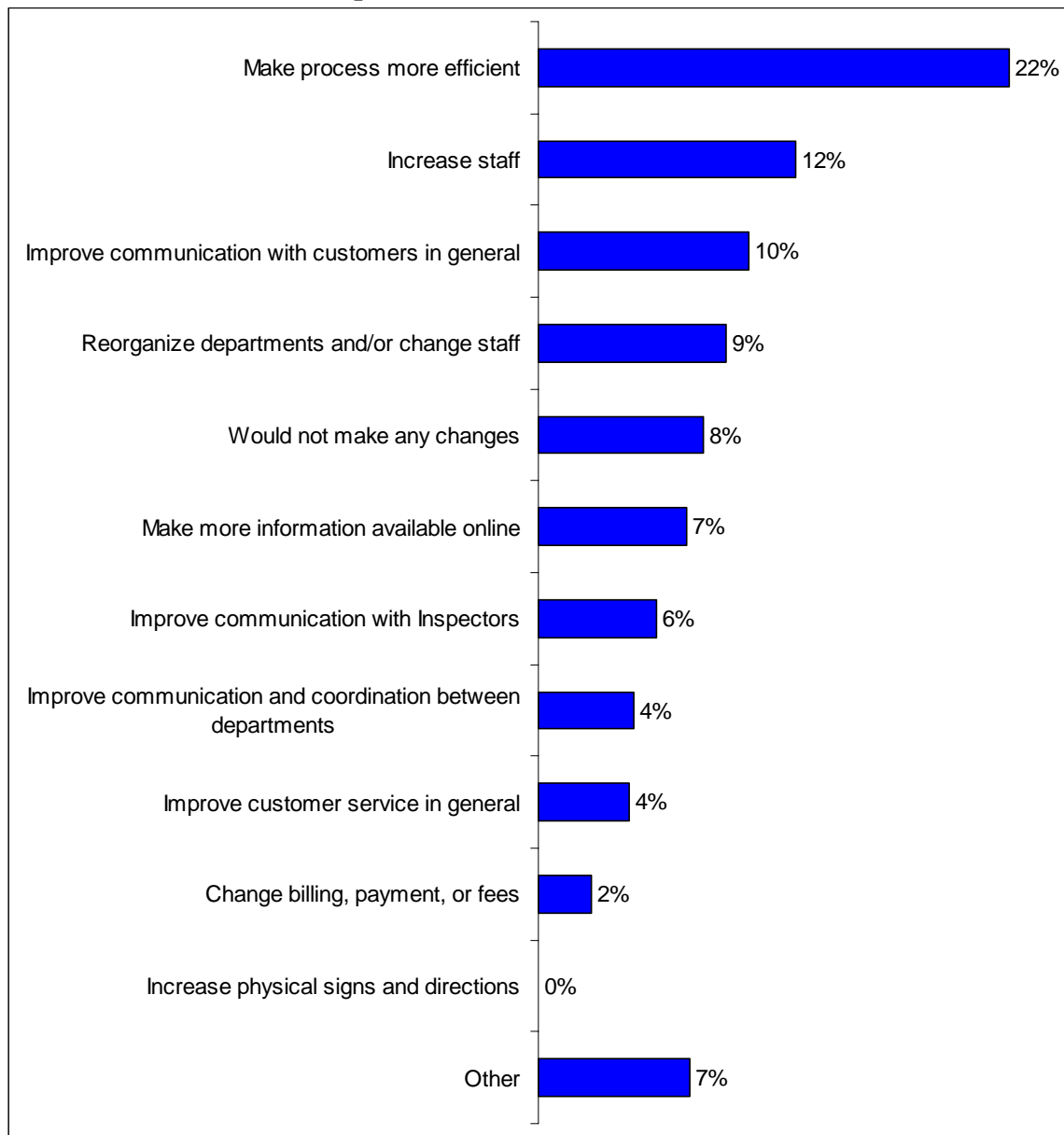
Despite occasionally lower levels of satisfaction from those with repeat experiences, the majority of those who have been through the City of Atlanta permitting process multiple times (N= 776) feel that customer service is either getting better or remaining the same. Thirty-six percent of respondents who are repeat customers say customer service has improved in the past 3 years and another thirty-six percent say it has remained the same. Twenty-four percent of respondents say customer service around the permitting process has gotten worse (see Figure 6).

Figure 6. Do you feel that the customer service you have received has improved, remained the same, or gotten worse? (N = 776)



In order to provide the customer with the option of giving constructive feedback to the City of Atlanta, we asked respondents “If you could make one improvement to the City of Atlanta’s permitting process, what would that be?” While there is no clear majority sentiment, the most frequently occurring response was to make the permitting process more efficient (22 percent of respondents). The next most frequently cited responses were to increase the number of staff (12 percent), to increase communication with customers (10 percent), and to reorganize departments and make staffing changes (9 percent) (see Figure 7). For complete verbatim responses, see appendix B.

Figure 7. If you could make one improvement to the City of Atlanta's permitting process, what would that be?



Satisfaction with Individual Departments

Respondents were selected to answer questions about a given department based on the type of permit they applied for, as detailed in the methodology section. Each module asked questions of particular concern to that department as well as questions on helpfulness and courtesy which were asked for virtually every department.

Of the 10 departments selected by the client for individual modules, only 6 received enough responses to be reported. Public Works and Traffic, Fire, Urban Design, and Bureau of Planning received 5 or fewer respondents and therefore cannot be reported⁶ (see Table 1). While we will not report the questions from the modules for these departments, they may still receive feedback from those respondents who self-identified that they had contact with that department. For more information, please see section entitled “Other Department Feedback”. The departments we will report module data for are: Intake, Zoning, Site Development, Arborist, Plan Review, and Inspections. Below you will find the number of responses by workgroup.

Table 1. Number of Completed Interviews by Department

Intake	41
Zoning	471
Site Development	104
Arborist	117
Plan Review	323
Public Works/ Traffic	3
Fire Safety	5
Inspections	525
Urban Design Commission	0
Bureau of Planning	0

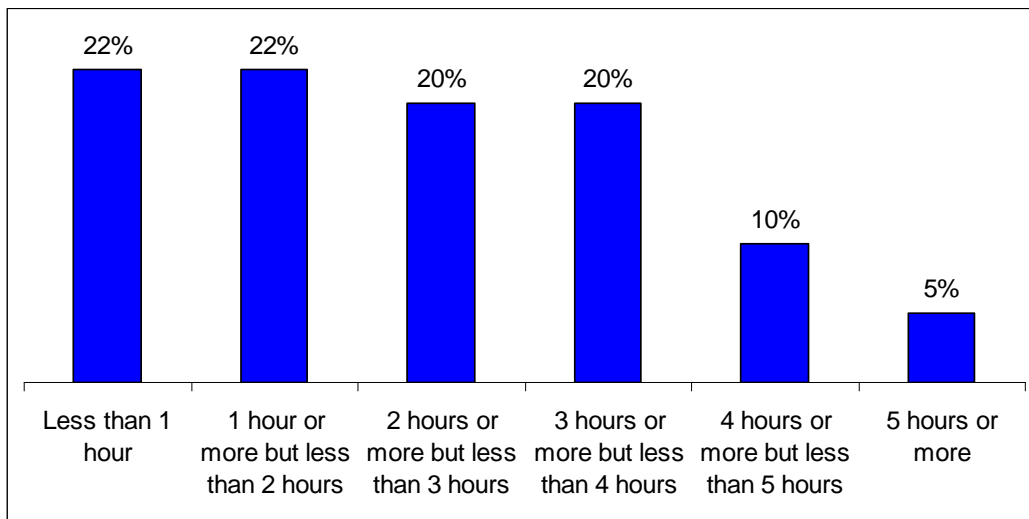
⁶ With numbers so small, it is not possible to break out frequency reporting in any meaningful manner.

Intake Department

Often the first formal contact that customers have with the City of Atlanta permitting process is the Intake Department. Here customers are provided information about the permitting process, are given answers to questions, and provided physical directions from one department to the other.

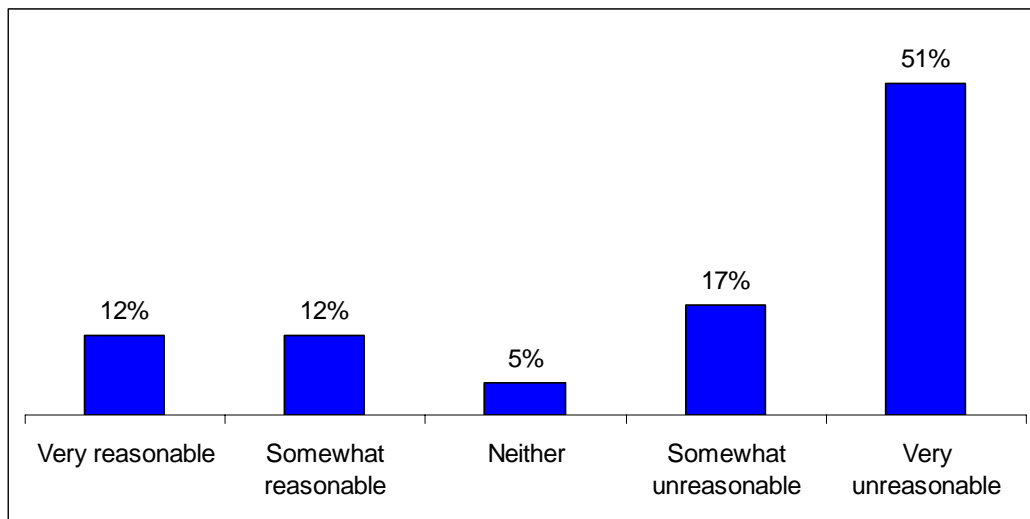
Of those respondents who dealt directly with the intake department⁷, 22 percent had to wait less than 1 hour to be seen by someone. An additional 22 percent had to wait longer than 1 hour but less than two and 20 percent had to wait longer than 2 hours but less than three. Thirty-five percent had to wait 3 hours or longer (see Figure 8). The majority of respondents (51 percent) feel that their wait time was very unreasonable. An additional 17 percent feel that it was somewhat unreasonable (see Figure 9).

Figure 8. How long did you have to wait at the Intake Department before you were seen by a staff member?



⁷ N = 41. It is important to note here that we are dealing with small numbers for this department.

Figure 9. Was your wait time at the Intake Department reasonable, unreasonable, or neither?



While visiting the intake office, most respondents (63 percent) say they did not receive any written materials regarding the permitting process (see Figure 10). When we asked those who did not receive any written information (N=26) if printed materials were available, a plurality (46 percent) said they were available compared to 39 percent who said there were not any available. Fifteen percent of respondents said they did not know if materials were available or not. Among those who did receive printed materials, the vast majority say they were not too useful or not useful at all (36 percent and 29 percent, respectively) (see Figure 11).

Figure 10. Did you get any written information from the Intake Department?

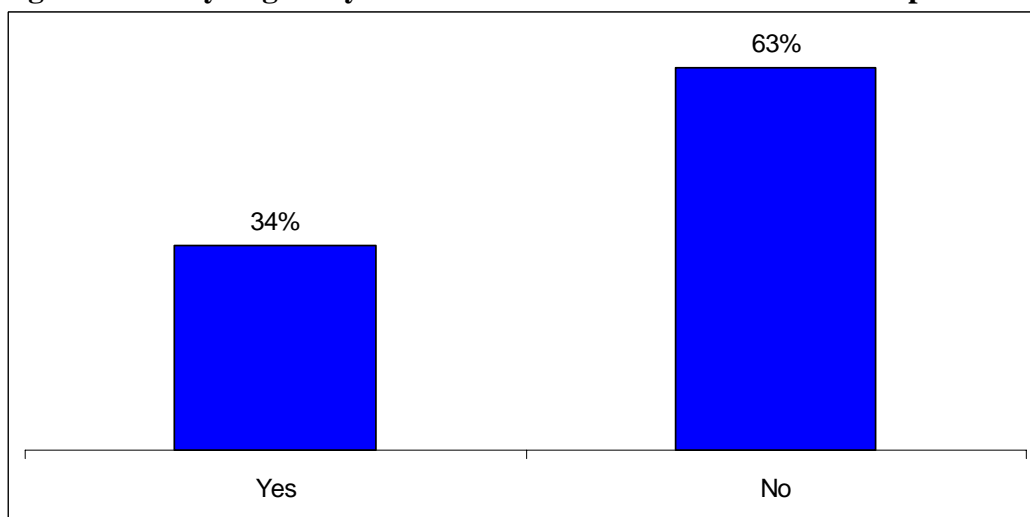
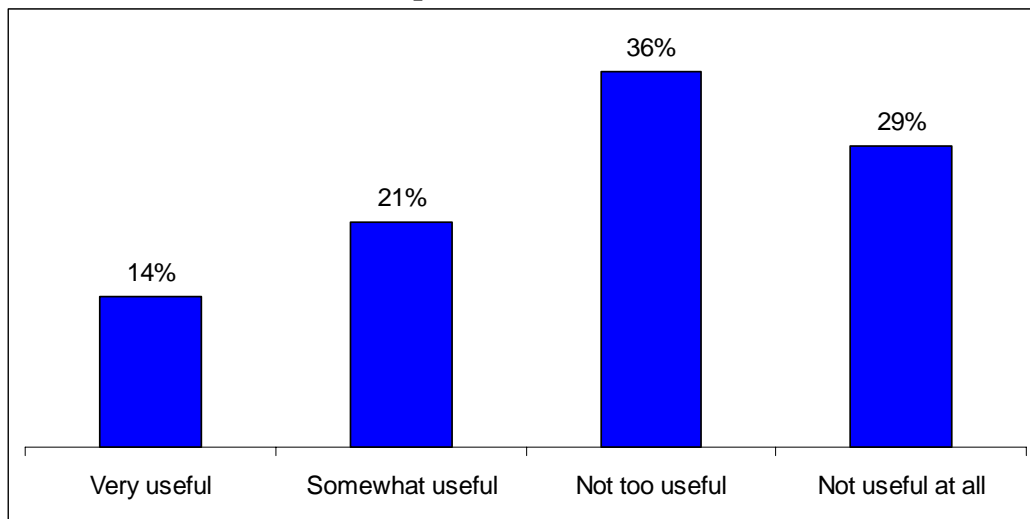
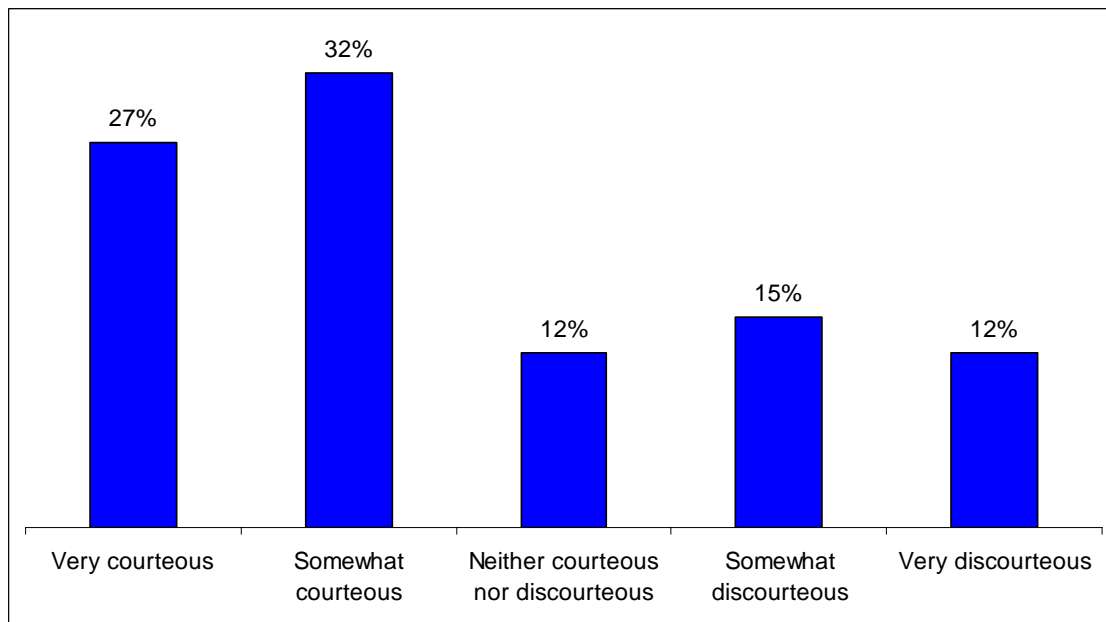


Figure 11. How useful was the printed materials you received from the Intake Department? (N = 14)



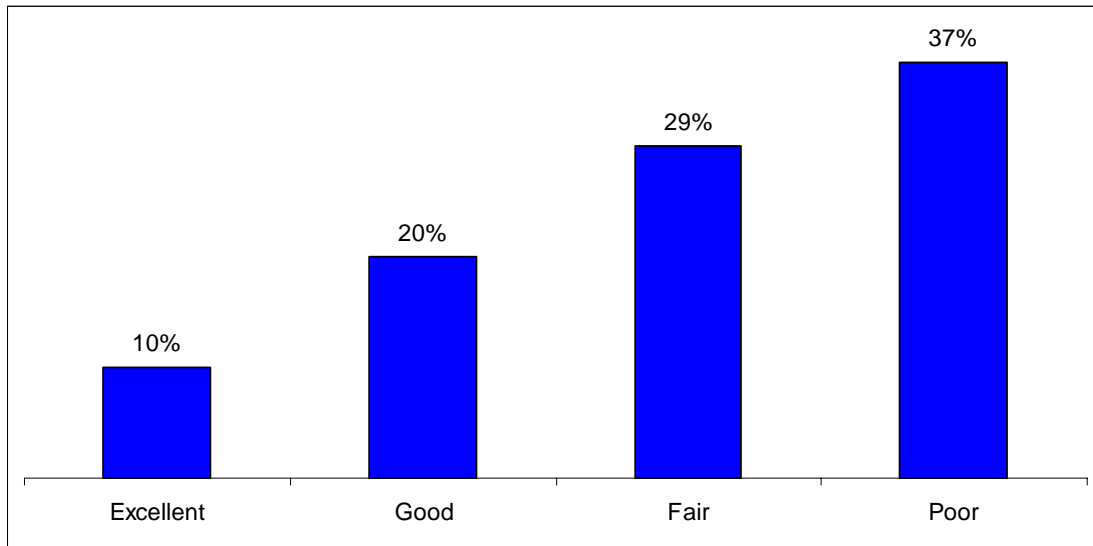
In general, respondents feel that the staff at the Intake Department are relatively courteous. While a majority of respondents feel they are either very or somewhat courteous (27 percent and 32 percent, respectively) there remains a sizeable percentage (27 percent) who feel they are either somewhat or very discourteous (see Figure 12). These are among the lowest courtesy ratings of any departments for which we collected data.

Figure 12. How courteous was the Intake Department Staff?



While most respondents feel the staff are generally courteous, customers are less satisfied with how the Intake staff explains the process of applying for a permit. We asked respondents “Did the Intake staff do an excellent, good, fair, or poor job of explaining the steps you needed to take in order to complete the permitting process?” About two-thirds of respondents (66 percent) feel that the staff at the Intake department did a fair or poor job of explaining the steps needed to complete the permitting process (29 percent and 37 percent, respectively) (see Figure 13).

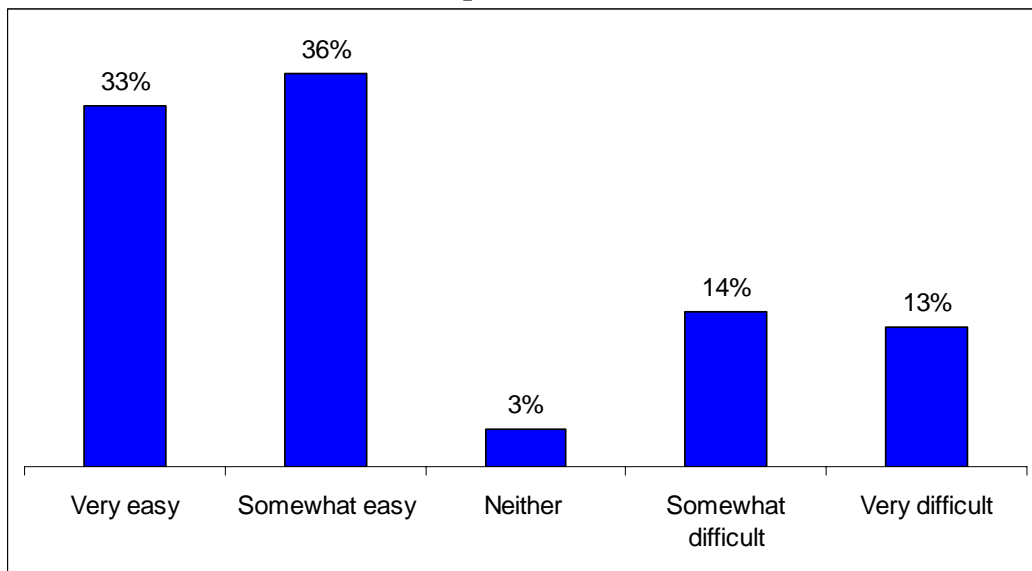
Figure 13. Did the Intake Department staff do an excellent, good, fair, or poor job of explaining the steps you needed to take in order to complete the permitting process?



Zoning Department

The zoning department is the area where projects are checked for compliance with local zoning ordinances related to the location and use of the building for which the permit is requested. The City of Atlanta, like many cities its size, has numerous zoning ordinances for those building within the city limits. This alone could potentially lead to confusion among those applying for building permits. Despite this, nearly seven in ten respondents (69 percent) say that it is easy to understand the zoning requirements (see Figure 14).

Figure 14. Would you say it was easy or difficult to understand the zoning requirements?



Respondents are also pleased with how the Zoning Department explains the reasons behind the zoning requirements. A majority of respondents⁸ feel the Zoning staff did an excellent (21percent) or good (37 percent) job of explaining the reasons behind the requirements. In addition, the majority of respondents (64 percent) say that the Zoning Department did an excellent or good job at explaining the steps needed to comply with zoning requirements (see Figure 15)⁹.

⁸ N = 230

⁹ These are two questions intended to gauge how helpful the staff is in showing customers through their part of the process. The first question is worded as “In your opinion, did the zoning department do an excellent, good, fair, or poor job of explaining the reasons behind the zoning requirements?” However, this question was worded incorrectly in the first iteration of the survey and the responses from that iteration have been excluded for that reason thus making the n size smaller. The second question of the pair was worded as “In your opinion, did the zoning department do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with the zoning requirements?”

Figure 15. Did the Zoning Department staff do an excellent, good, fair, or poor job of explaining the reasons behind the zoning requirements? (N = 230)

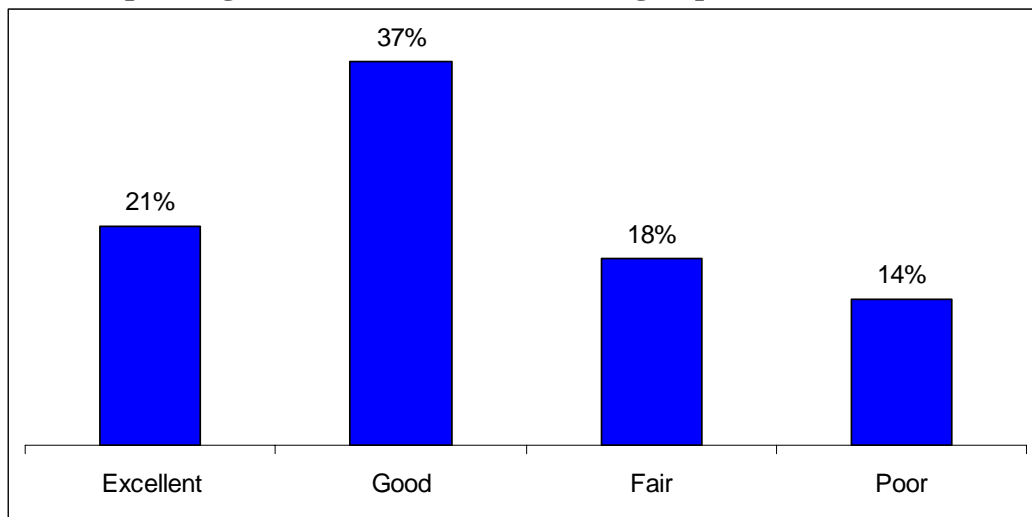
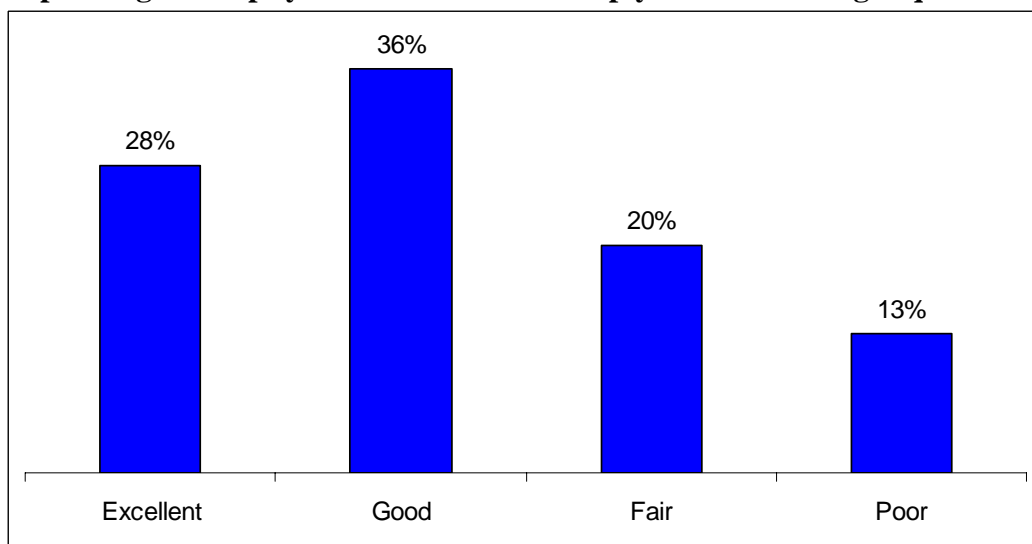
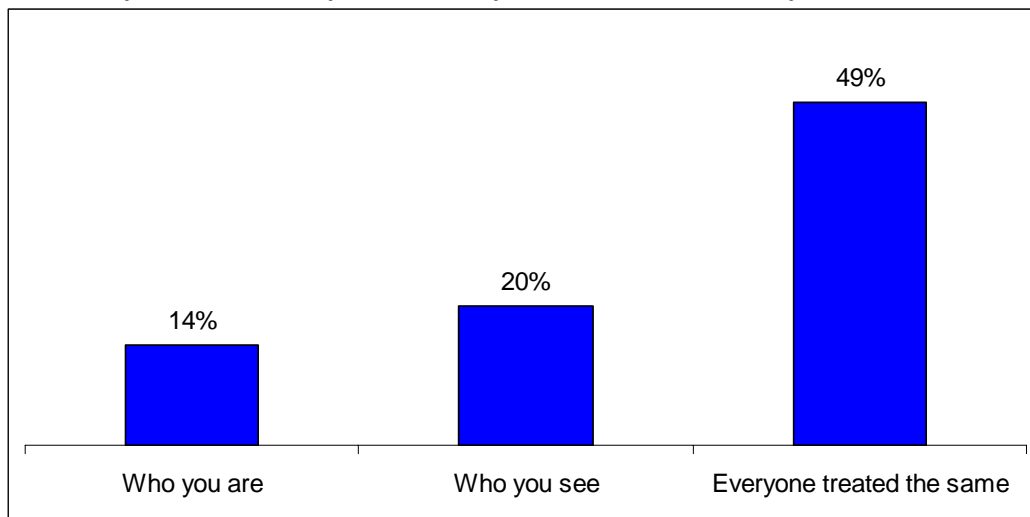


Figure 16. Did the Zoning Department staff do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with the zoning requirements?



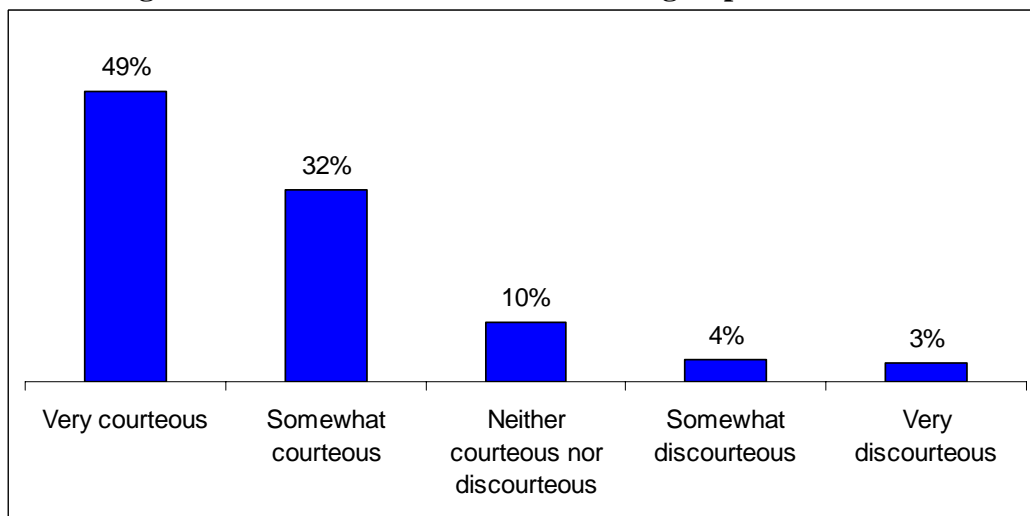
Anecdotal evidence has suggested that some customers feel as though there is a lack of consistency in enforcement of rules and regulations among various departments. In order to gauge this sentiment, we asked respondents: “In your opinion, is the enforcement of zoning regulations was largely dependent on who you are, who you see that day, or are the regulations enforced consistently across the board?” Nearly half of all respondents (49 percent) feel that zoning regulations are enforced in the same manner from one customer to the next. According to respondents, any bias that might exist is more likely to be as a result of who you see that day instead of who you are personally (20 percent and 14 percent, respectively) (see Figure 17).

Figure 17. Is the enforcement of zoning regulations largely dependant on who you are, who you see that day, or are they enforced consistently across the board?



In addition to being generally fair to customers, respondents feel that the staff at the zoning department are courteous as well. An overwhelming majority of respondents (82 percent) feel that that the staff is either very courteous or somewhat courteous to customers (49 percent and 32 percent, respectively). Very few respondents say the staff were discourteous in any manner (see Figure 18).

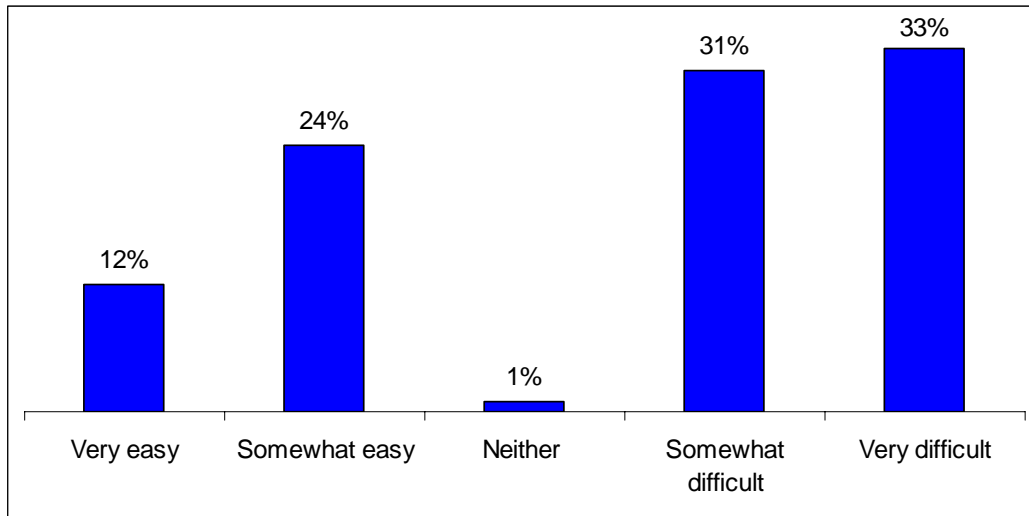
Figure 18. How courteous was the Zoning Department Staff?



Site Development Department

The site development department is the area where project plans are reviewed for any land disturbing activities that may happen as a result of building or renovation. A third of respondents (33 percent) feel that the permitting requirements regarding site disturbance are very difficult to understand and an additional 31 percent feel that they are somewhat difficult (see Figure 19).

Figure 19. Was it easy or difficult to understand permitting requirements regarding site disturbance?



In addition to the regulations being difficult to understand, a majority of respondents feel that the site development department does either a fair or poor job of explaining both the reasons behind the requirements and the steps needed to take in order to comply with the requirements. Specifically, 39 percent of respondents say that the Site Development staff did a poor job of explaining the reasons behind the site disturbance requirements. An additional 31 percent said they did a fair job. Only 9 percent felt as though the staff did an excellent job (see Figure 20). Respondents feel the staff did a slightly better job of explaining the steps needed to take in order to comply with the requirements although a majority of respondents (67 percent) still feel the staff did a poor or fair job (35 percent and 32 percent, respectively) (see Figure 21).

Figure 20. Did the Site Development staff do an excellent, good, fair, or poor job of explaining the reasons behind the site disturbance requirements?

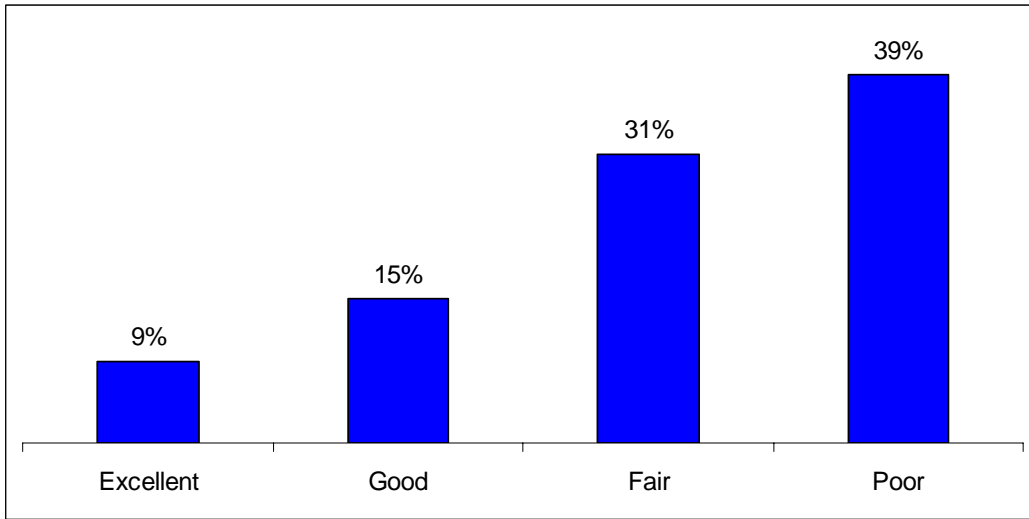
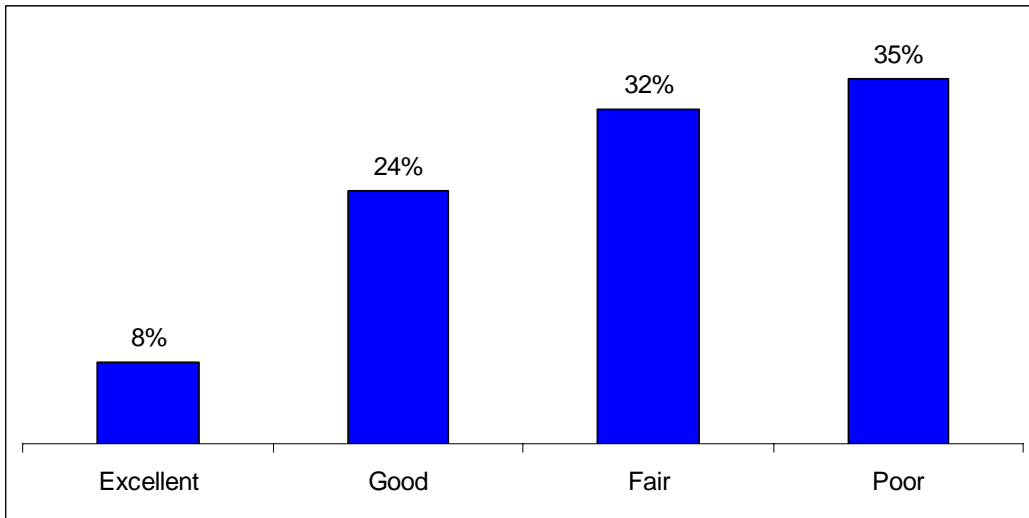
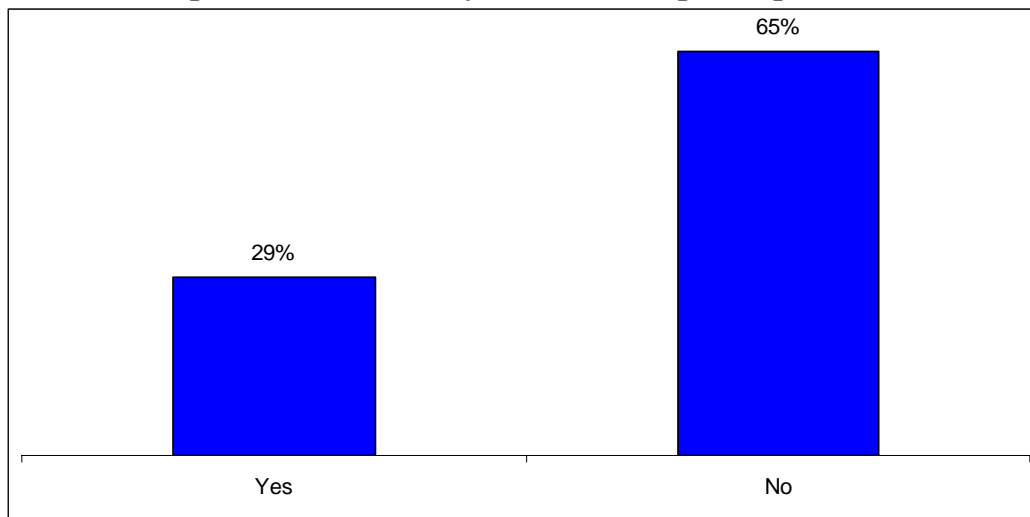


Figure 21. Did the Site Development staff do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with site review requirements?



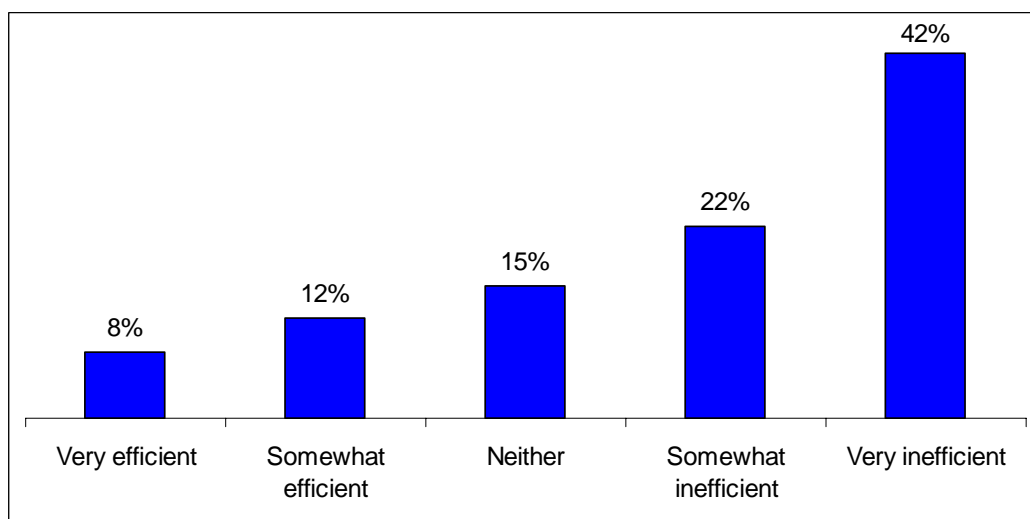
Timeliness and efficiency also appear to be issues that respondents have with the site development department. A majority of respondents (65 percent) say that the site development department did not notify them in a timely manner about required changes, issues, or problems related to their site development plans (see Figure 22). When interpreting this however, one should be cautious and take into consideration that these perceptions are based upon unknown expectations. In other words, while respondents may feel they were not notified in a timely manner this survey cannot speak to whether or not the respondent's definition of timely is reasonable.

Figure 22. Were you notified in a timely manner about required changes, issues, or problems related to your site development plans?



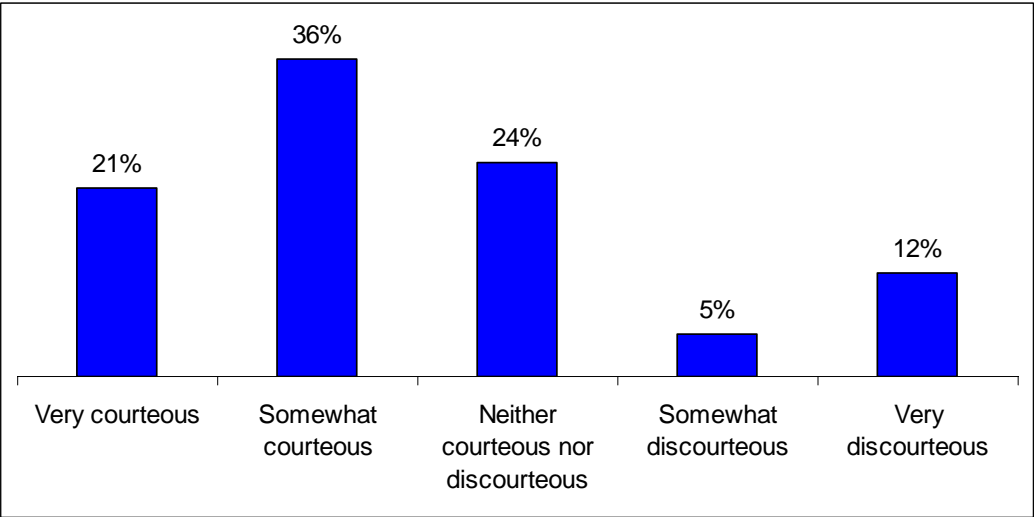
When asked to think of all the times they had to contact the Site Development department about their permit application, 42 percent feel as though the department was very inefficient and an additional 22 percent feel they were somewhat inefficient (see Figure 23)¹⁰. Despite this, a majority of respondents feel the staff are either very courteous or somewhat courteous (21 percent and 36 percent, respectively). Even though most respondents feel the staff is courteous, there is a sizeable portion of respondents (17 percent) who disagree (see Figure 24).

Figure 23. Would you say the Site Development Department is efficient, inefficient, or neither?



¹⁰ Exact question wording was: “Now, thinking about the number of times you had to contact the site development department about your building permit, would you say the site development department is efficient, inefficient, or neither?” Respondents were then probed for very efficient, somewhat efficient, somewhat inefficient, or very inefficient.

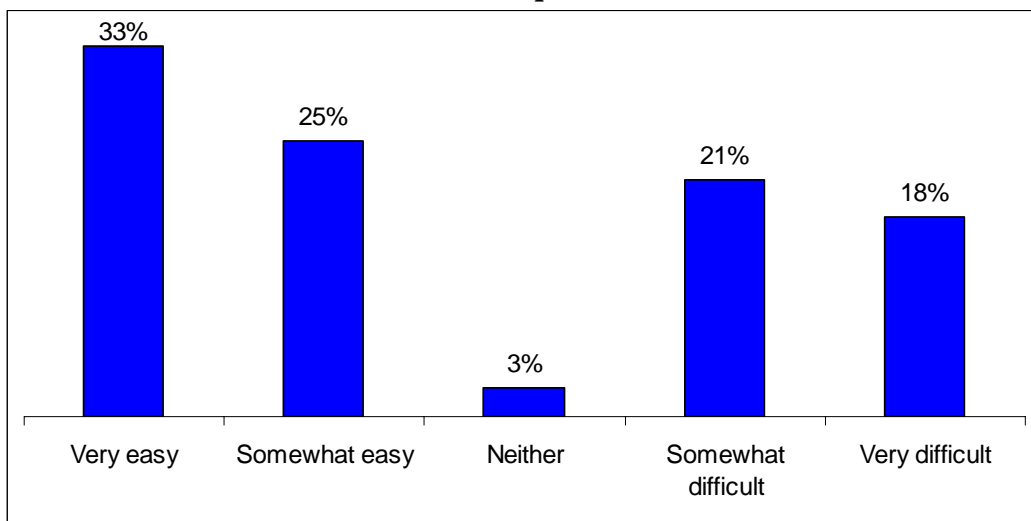
Figure 24. How courteous was the Site Development Staff?



Arborist Department

The Arborist Department is responsible for reviewing the impact of building projects on trees at the construction site in accordance with tree protection ordinances. In general, respondents find it easy to understand tree protection ordinances. One third of respondents find it very easy to understand the ordinances, and 25 percent say that the ordinances are somewhat easy to understand. Despite the majority of respondents having little difficulty with the regulations, 39 percent of respondents found these ordinances either very difficult or somewhat to understand (see Figure 25).

Figure 25. Would you say it was easy or difficult to understand the tree protection ordinance requirements?



More respondents feel as though the staff at the Arborist Department did an excellent or good job at explaining the reasons behind the tree protection ordinances than did those who feel they did a fair or poor job. The difference is not too great however, with 23 percent feeling they did an excellent job compared to 15 percent who feel they did a poor job (see Figure 26). Despite this, a plurality of respondents (37 percent) feel the staff did a good job of explaining the steps needed to take in order to comply with the tree protection ordinances and another 25 percent feel they did an excellent job (see Figure 27).

Figure 26. Did the staff at the Arborist department do an excellent, good, fair, or poor job of explaining the reasons behind the tree protection ordinances?

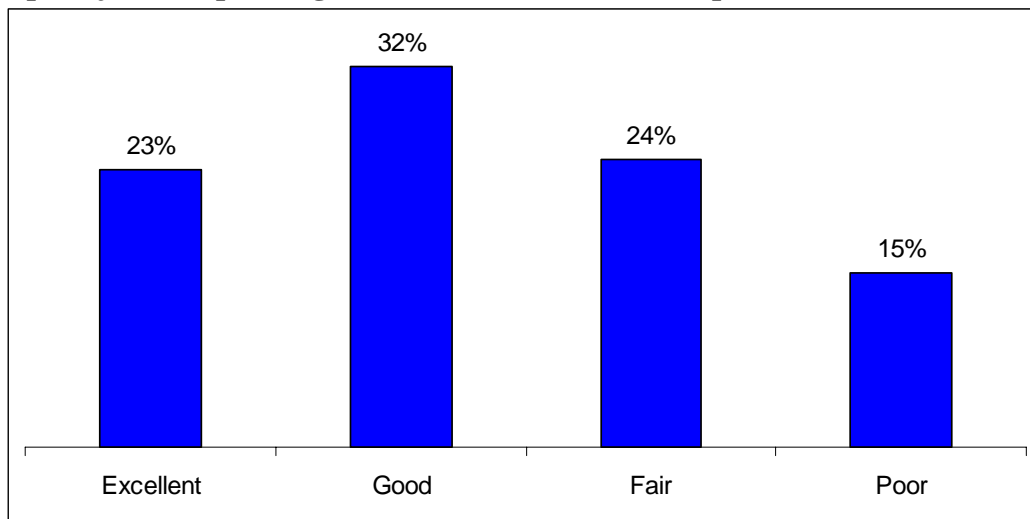
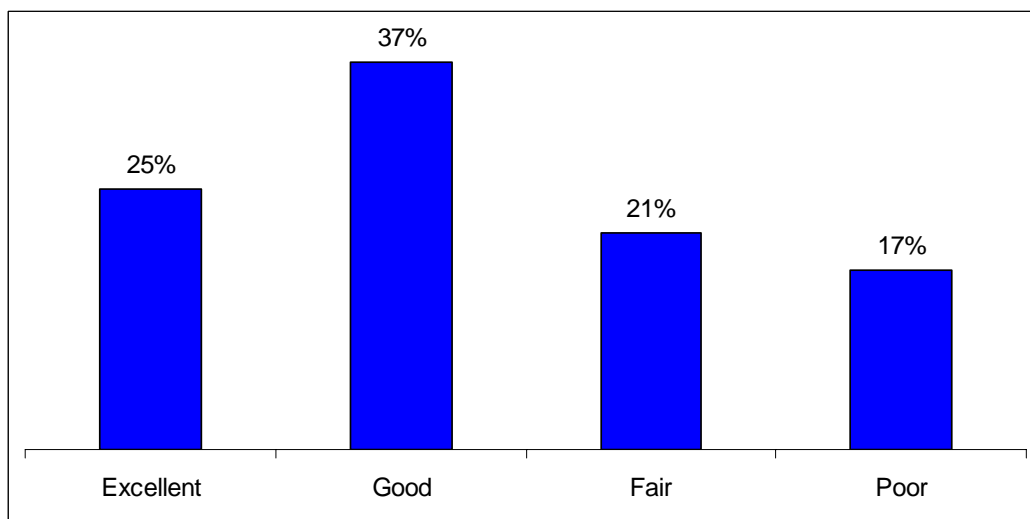
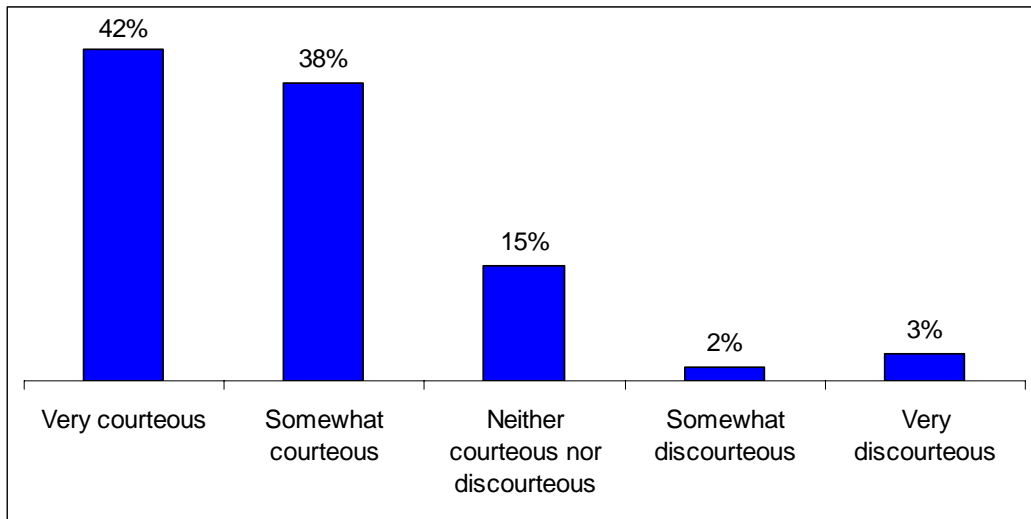


Figure 27. Did the staff at the Arborist department do an excellent, good, fair, or poor job of explaining the steps you need to take in order to comply with the tree ordinances?



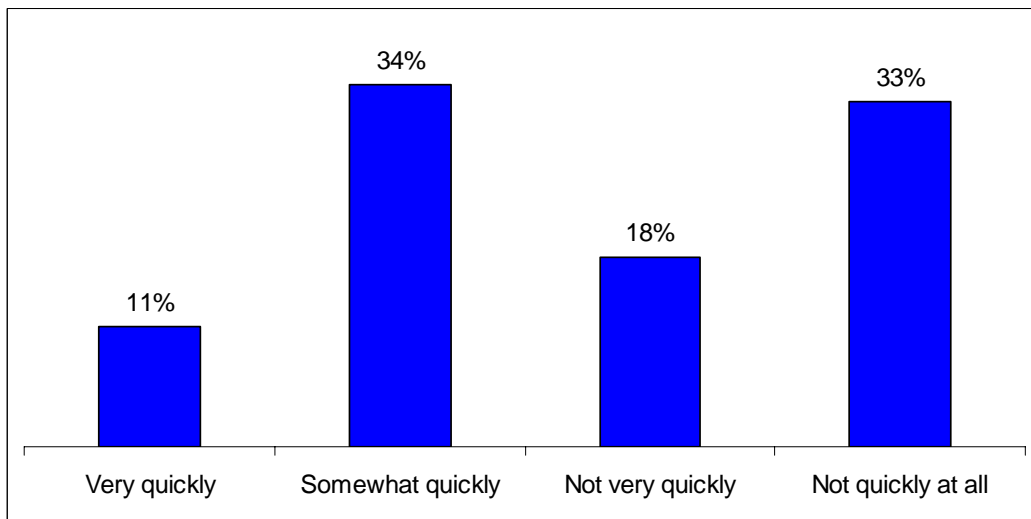
Eight in ten respondents (80 percent) say the staff are either very courteous or somewhat courteous (42 percent and 38 percent, respectively). Very few respondents (less than 5 percent) felt that the staff was discourteous at all (see Figure 28). These results suggest the possibility that respondents confound explaining the reasons behind the regulations and the steps to comply with them with courtesy.

Figure 28. How courteous was the staff at the Arborist Department?



Slightly more than half of the respondents (52 percent) had an Arborist visit their site. These respondents¹¹ are almost equally divided on how long they felt it took the Arborist to visit their site with a slight majority (51 percent) who say the Arborist did not visit their site very quickly (see Figure 29). As is the case with this question, we cannot show the basis of the respondent's perception of what is timely.

Figure 29. How quickly was an Arborist able to visit your site? (N = 61)

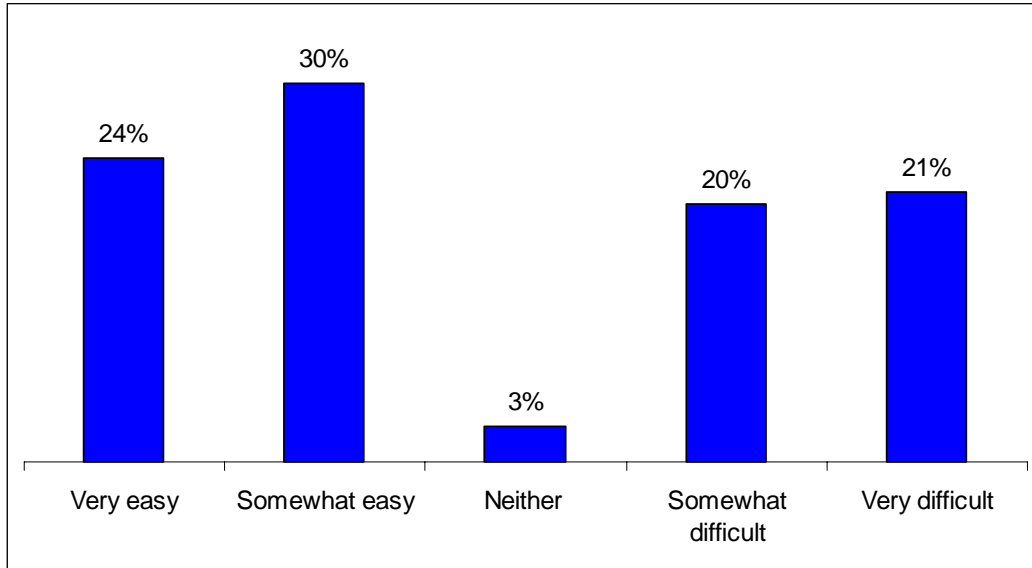


¹¹ N = 61

Plan Review Department

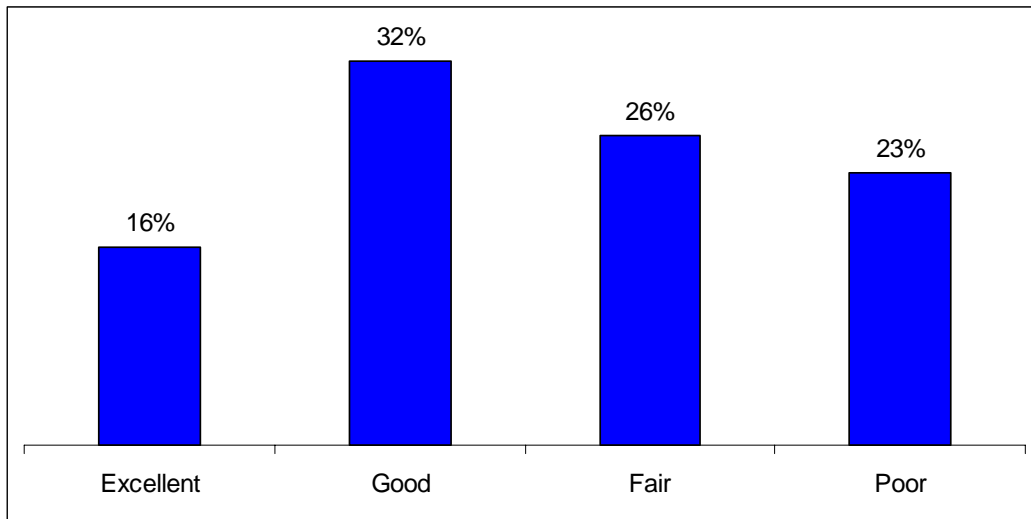
The Plan Review Department is charged with reviewing architectural and structural drawings associated with a building permit application. More respondents feel as though it is easy to understand plan review requirements (54 percent) as do those who feel it is not easy (41 percent) (see Figure 30).

Figure 30. Was it easy or difficult to understand the plan review requirements?



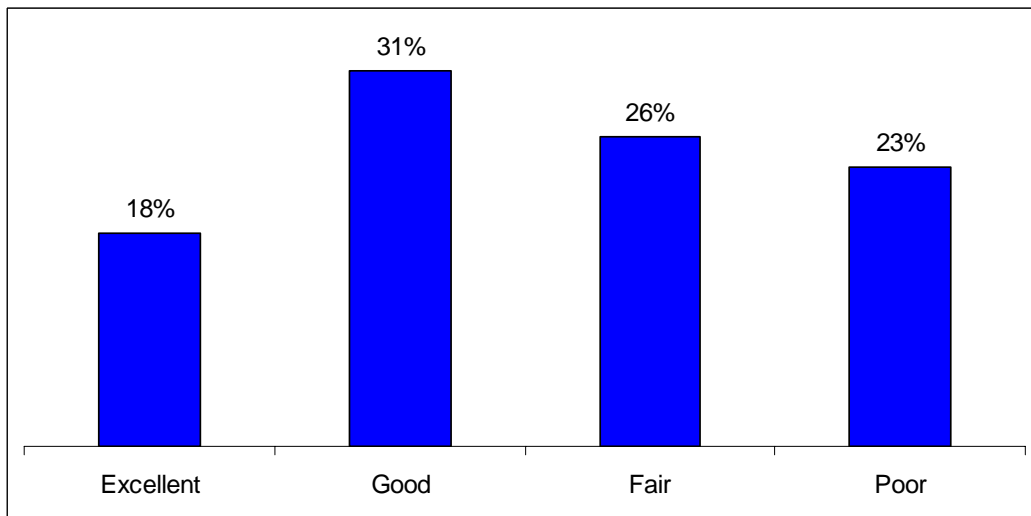
Considering the fact that 4 out of 10 respondents have some level of difficulty understanding the plan review requirements, it is important that the staff take steps to explain the process to the customer. Respondents are almost equally divided in their opinions concerning how the well staff explained the plan review requirements. Nearly a third of respondents (32 percent) say that the staff did a good job of explaining the reasons behind the requirements while an additional 16 percent feel as though they did an excellent job. Almost half (49 percent) say they did either a fair or poor job (26 percent and 23 percent, respectively) (see Figure 31).

Figure 31. Did the staff at the Plan Review department do an excellent, good, fair, or poor job of explaining the reasons behind the plan review requirements?



When it comes to explaining the steps required in order to comply with plan review requirements, respondents are equally divided. Forty-nine percent of respondents feel they did an excellent or good job of explaining the steps necessary to comply with plan review requirements while the other 49 percent feel they did a fair or poor job (see Figure 32).

Figure 32. Did the staff at the Plan Review department do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with plan review requirements?



In terms of timeliness and efficiency, 50 percent of respondents feel that they were notified in a timely manner about required changes, issues, or problems related to their construction drawings (see Figure 33). Respondents were less pleased when asked about efficiency. Slightly more than one-third of respondents (35 percent) feel that the plan review department was very inefficient when it came to handling their building permit, and another 14 percent feel they were somewhat inefficient. Only 16 percent feel they were very efficient (see Figure 34).

Figure 33. Were you notified in a timely manner about required changes, issues, or problems related to your construction drawings?

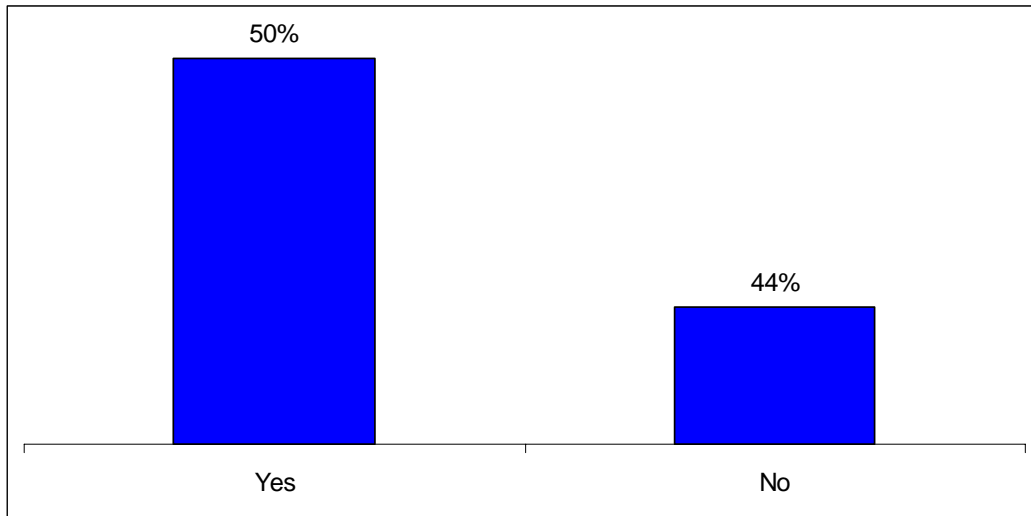
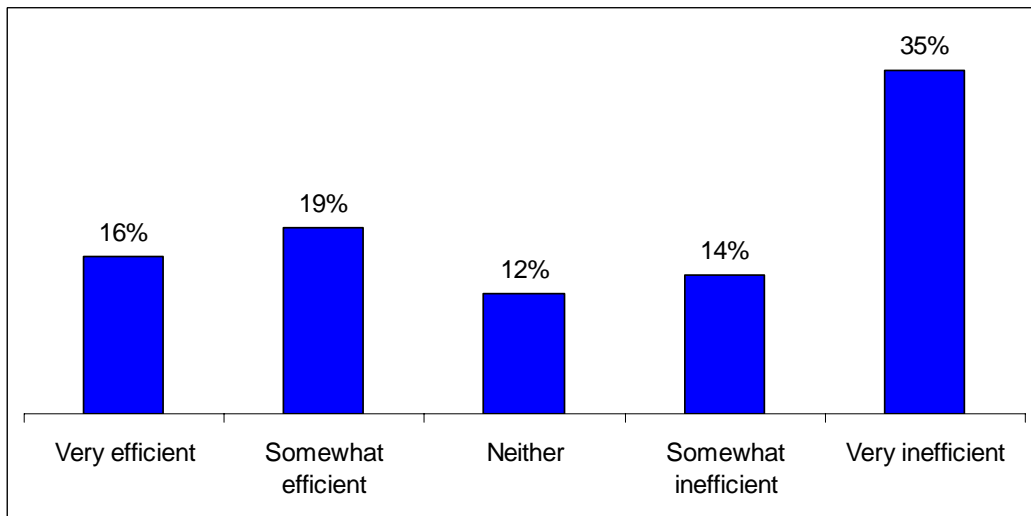
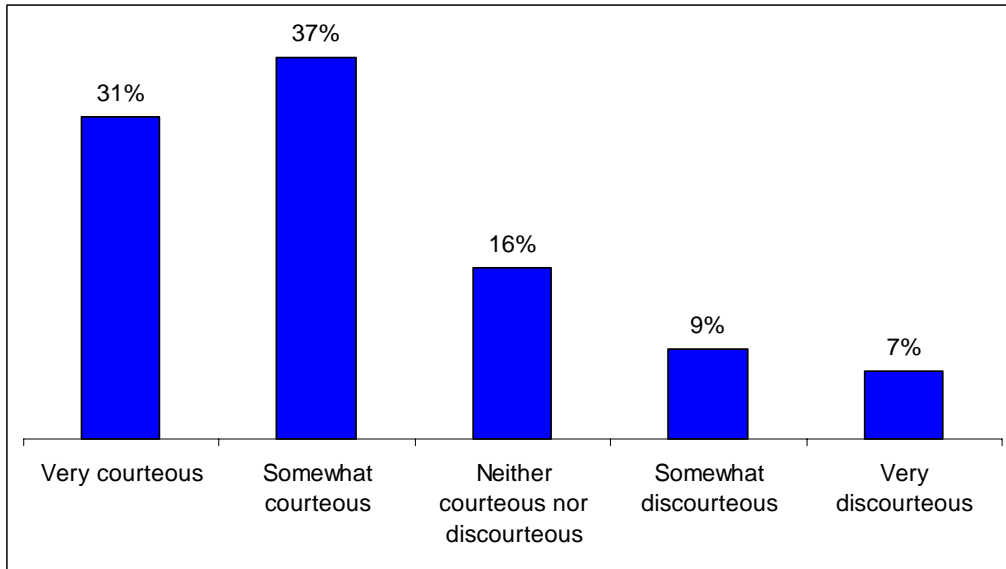


Figure 34. Would you say the Plan Review department is efficient, inefficient, or neither?



Despite some concerns about efficiency, the vast majority of respondents feel that the plan review staff was courteous. Thirty-one percent of respondents say they were very courteous and an additional 37 percent say they were somewhat courteous. Only 16 percent of respondents feel as though the staff was either somewhat or very discourteous (see Figure 35).

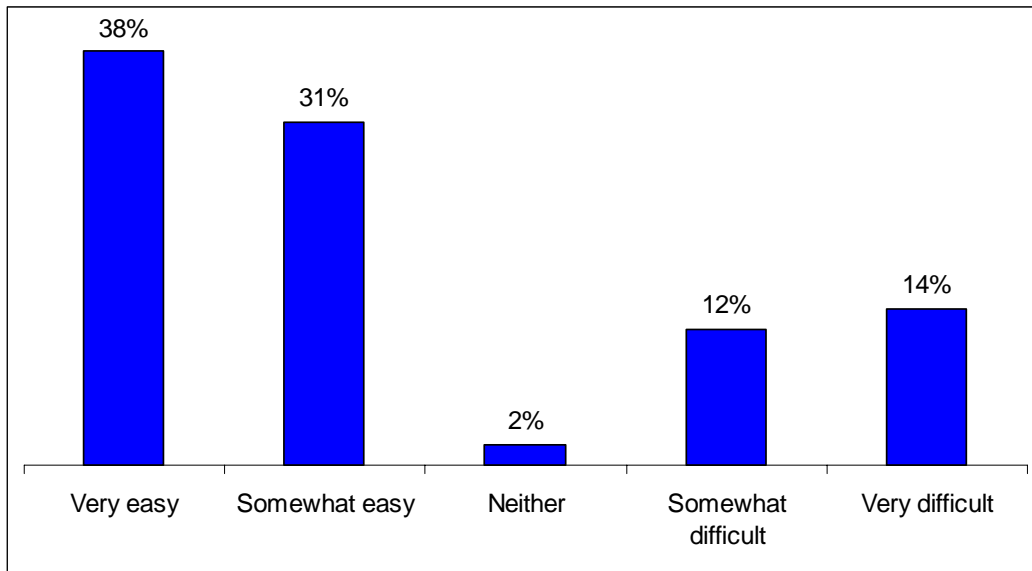
Figure 35. How courteous was the Plan Review staff?



Inspections Department

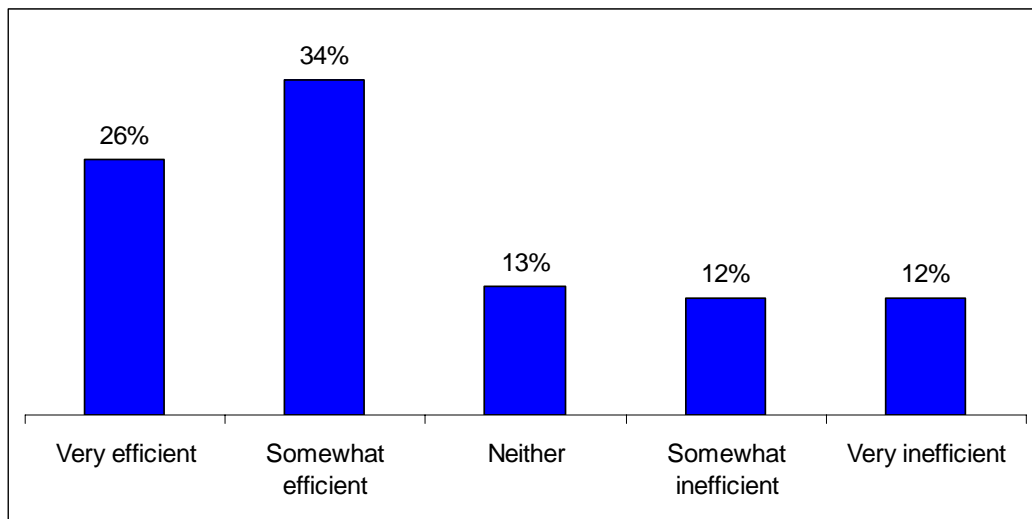
The Inspections Department reviews technical system plans, such as HVAC, electrical, plumbing or elevator systems, and it is also the area that conducts site inspections of project work for compliance with local building codes and construction requirements. Much of the work of the Inspections department occurs out-of-office and on-site. The nature of their work requires inspectors often to schedule and reschedule appointments; however, most respondents do not find it very difficult to schedule an inspection. Thirty-eight percent of respondents say it was very easy and 31 percent say it was somewhat easy to schedule an inspection (see Figure 36).

Figure 36. Was it easy or difficult to schedule an inspection?



In addition to ease in scheduling, respondents generally feel as though the inspection department is efficient. When asked about the number of times they had to contact the inspection department about their last permit, half of the respondents say the inspections department is either very efficient or somewhat efficient (26 percent and 34 percent, respectively) (see Figure 37).

Figure 37. Would you say that the Inspections department is efficient, inefficient, or neither?



The vast majority of respondents (65 percent) say the inspector did an excellent or good job of explaining the reasons behind the building requirements (see Figure 38). Similarly, 66 percent of respondents feel that the inspector did an excellent or good job of explaining the steps needed to take in order to comply with the building requirements (see Figure 39).

Figure 38. Did the Inspector do an excellent, good, fair, or poor job of explaining the reasons behind the building requirements?

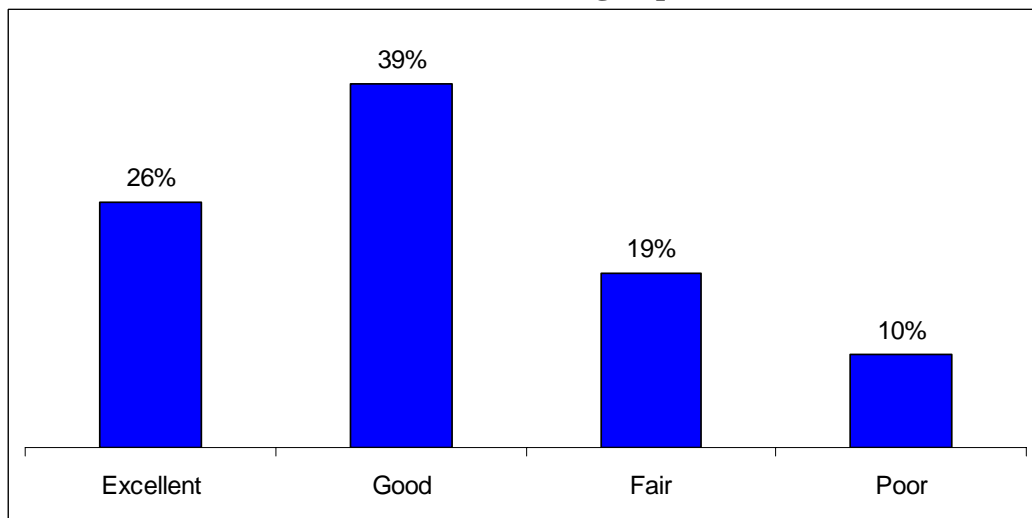
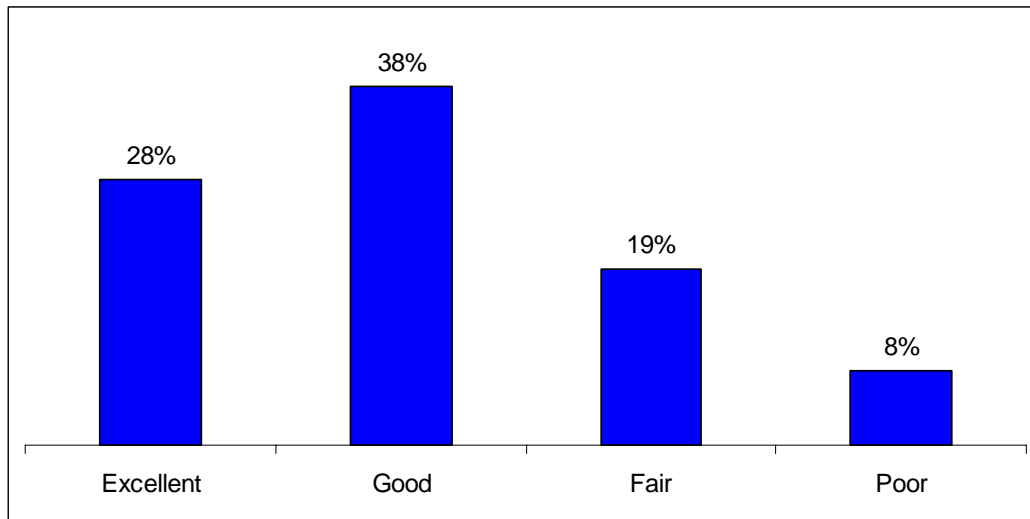


Figure 39. Did the Inspector do an excellent, good, fair, or poor job of explaining the steps you needed to take to comply with the building requirements?



Enforcement of building code requirements by inspectors is generally seen as a fair process. Fifty-six percent of respondents feel that building code requirements are enforced consistently across the board. Twenty-seven percent feel enforcement of codes depends on who you see that day and 11 percent say enforcement is dependant on who you are (see Figure 40). In addition to conducting a fair inspection process, respondents feel as if the inspectors treat them with courtesy. About three-quarters of respondents say that the inspector was either very courteous (45 percent) or somewhat courteous (29 percent). Less than 10 percent of respondents say the inspector was somewhat or very discourteous (4 percent and 5 percent, respectively) (see Figure 41).

Figure 40. Is the enforcement of building code requirements largely dependant on who you are, who you see that day, or are they enforced consistently across the board?

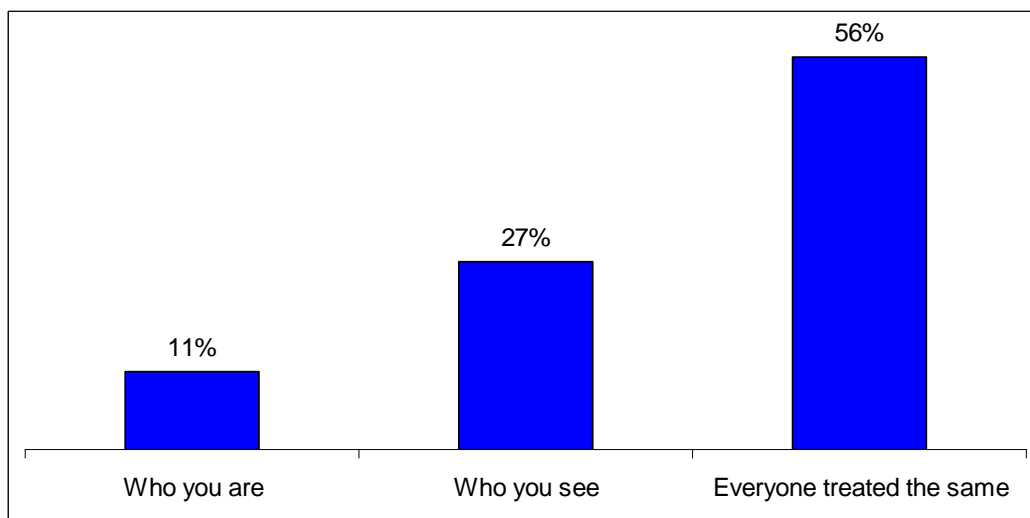
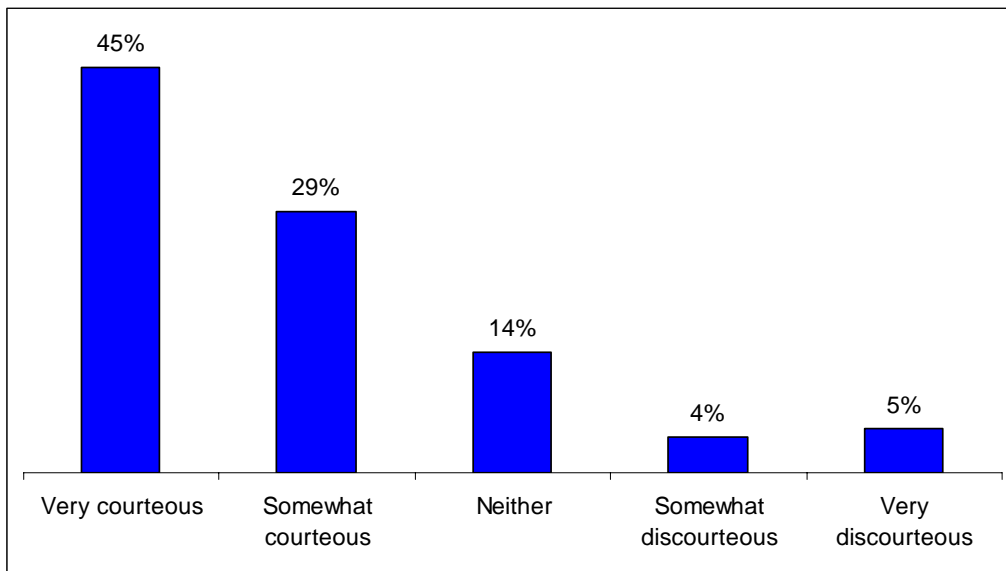


Figure 41. How courteous was the Inspector?



Other Departments Feedback

After respondents answered the general questions about the City of Atlanta permitting process and the individual departments their permit was mapped to, we asked if there were any departments they visited that we did not ask them about. Respondents were allowed to identify 3 additional departments. If the respondent did visit additional departments, they were then asked about their overall satisfaction with each department¹². If they were dissatisfied to any degree, we asked them to identify the main reason that they were dissatisfied with that particular department. Verbatim reasons for dissatisfaction are presented by department in Appendix C.

¹² The number of respondents who visited additional departments is 195. While this number may seem large, it is spread across 11 options. The largest number of respondents for any one department was 28 which is considered small. Because of the low number of respondents, it makes any satisfaction breakouts by department meaningless. Instead of presenting percentages for levels of satisfaction, we have chosen to present verbatim responses for those who are dissatisfied in order to provide feedback for each workgroup.

CONCLUSION

The survey data presented in this report highlights areas where there is a need for improvement as well as areas where departments are meeting or exceeding customer expectations. Overall, respondents give the City of Atlanta high marks on its handling of the respondent's most recent permit application. Twenty-one percent of respondents give the permitting process an "A" and 31 percent give it a "B". There is still room for improvement however, particularly with those respondents who give the city a "C", "D", or "F" (23 percent, 14 percent, and 10 percent, respectively).

In addition to giving high marks to the City of Atlanta permitting process as a whole, respondents generally feel that the staff in the various departments are courteous. With one exception, all departments had a majority of respondents who feel that the staff was generally courteous and relatively few (less than 20 percent) who feel they were discourteous. The exception to this was the Intake Department which had the highest percentage of respondents who said the staff was somewhat discourteous or very discourteous (15 percent and 12 percent, respectively). Considering the fact that the Intake Department is often the first contact that customers have with the City of Atlanta permitting process, this is one area where immediate change could improve customer experiences.

Within each department there are requirements which must be satisfied in order for a permit to be approved by that department. Often, these requirements can be difficult to understand, thus requiring the staff to explain the reasons behind requirements as well as assist the customer in understanding what he/she must do in order to comply with these requirements. Of the two questions we asked to gauge helpfulness, only Zoning, Arborist, and Inspections had a majority of respondents who feel they did an excellent or good job at explaining both the reasons behind requirements and the steps needed to address them. The other two departments in which we asked these questions, Site Development and Plan Review, each had less than half of the respondents who felt they did an excellent or good job in both areas. Similar to courtesy, this is an area where immediate change could drastically improve customer experiences with the permitting process. Immediate steps to improve the customer experience could have the long-term effect of improving customer perception around the permitting process.

Another issue of concern is timeliness and efficiency with the permitting process. Of the departments we asked specifically about efficiency¹³, Site Development, Plan Review, and Inspections, 2 out of 3 had substantially more respondents who felt they were inefficient than efficient. The exception was the Inspection Department, in which a

¹³ The exact wording of the question was "Now, thinking about the number of times you had to contact the [specific department name] department about your building permit, would you say the [specific department name] department is efficient, inefficient, or neither?" Respondents were then probed by degree of efficiency or inefficiency with the statement "Would you say they were very efficient/inefficient or somewhat efficient/inefficient?" There were 6 work groups selected to receive this question. They are: Site Development, Plan Review, Public Works/Traffic, Fire Safety, Inspections, and the Bureau of Planning. Of the 6 departments, only Site Development, Plan Review, and Inspections departments had enough responses generally to be included in this report.

majority of respondents (61 percent) feel they are efficient. In addition to displeasure with individual department's level of efficiency, when respondents were asked what they would change about the City of Atlanta permitting process, the most frequently cited response was to generally improve timeliness and efficiency around the permitting process.

As the City of Atlanta moves forward with improving customer experiences during the permitting process, it is important to look not only at each department, but at the process as a whole and how that process compares with other counties and cities. Over three-quarters of customers are repeat customers to the City of Atlanta and while there is only a weak correlation, there are some initial indications that those with repeat experiences hold slightly more critical views than do those who have only had one experience. While we cannot say with certainty the reasons for this, respondent statements indicate that customers may be comparing the City of Atlanta's permitting process with other counties and cities. Additional indications from respondents are that some types of customers meet more resistance from staff than do others, thereby making the process more frustrating for everyone involved.

These data form the baseline for measuring customer satisfaction with the City of Atlanta's permitting process. They are a first step in a progression that will provide more detailed information which can be used to understand customer experiences and perceptions around the City of Atlanta permitting process. Future iterations of this survey will hopefully provide feedback for all departments as well as serve as a means to gauge changes in the process.

APPENDIX A
Frequencies by Question

City of Atlanta Bureau of Buildings Baseline Data

Q1. In general, how well do you feel all the city offices worked together when it came to handling your permit application? Would you say extremely well, somewhat well, somewhat poorly, or extremely poorly?

		Total	Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?	
			Repeat experiences	First experience
In general, how well do you feel all the city offices worked together when it came to handling your permit application? Would you say extremely well, somewhat well, somewhat poorly, or extremely poorly?	Extremely well	20%	15%	5%
	Somewhat well	34%	26%	8%
	Neither well nor poorly (vol.)	2%	2%	0%
	Somewhat poorly	20%	16%	4%
	Extremely poorly	18%	15%	3%
	Did not deal with multiple departments (vol.)	4%	3%	1%
	Don't know/Refused	3%	2%	1%
Total	Count	1002	776	214

City of Atlanta Bureau of Buildings Baseline Data

Q2. Would you say it was easy or difficult to get information about the progress of your building permit?

		Total	Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?	
			Repeat experiences	First experience
Would you say it was easy or difficult to get information about the progress of your building permit?	Very easy	25%	18%	6%
	Somewhat easy	26%	21%	6%
	Neither [vol.]	3%	3%	0%
	Somewhat difficult	23%	18%	5%
	Very difficult	20%	17%	3%
	Don't know/Refused	3%	2%	1%
Total	Count	1002	776	214

City of Atlanta Bureau of Buildings Baseline Data

Q2A. Was the time required to complete the overall permitting process quick, reasonable, or did it take too long?

		Total	Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?	
			Repeat experiences	First experience
Was the time required to complete the overall permitting process quick, reasonable, or did it take too long?	Quick	26%	19%	7%
	Reasonable	35%	26%	9%
	Took too long	38%	32%	7%
	Don't know/Refused	1%	1%	0%
Total	Count	764	585	172

City of Atlanta Bureau of Buildings Baseline Data

Q3. If you could make one improvement to the City of Atlanta's permitting process, what would that be?

		Total	Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?	
			Repeat experiences	First experience
If you could make one improvement to the City of Atlanta's permitting process, what would that be?	Make process more efficient/shorter time for permit/shorten	22%	18%	5%
	Improve communication with inspectors including calling time	6%	5%	1%
	Improve communication with customers in general	10%	7%	3%
	Improve communication and coordination between departments	4%	3%	1%
	Reorganize departments/change staff	9%	7%	2%
	Increase staff	12%	10%	2%
	Change billing or payment methods/reduce fees	2%	2%	0%
	Improve customer service in general/ Improve courtesy and friendliness	4%	3%	1%
	Physical signs indicating where to go / Directions /	0%	0%	
	Make more information available online/ check status of perm	7%	6%	1%
	Would not make any changes	8%	5%	3%
	Other	7%	6%	1%
	Do not know	5%	3%	1%
	No response	3%	2%	1%
Total	Count	1002	776	214

City of Atlanta Bureau of Buildings Baseline Data

Q4. Taking all things into consideration, what grade would you give to the City of Atlanta on how they have handled your most recent building permit application? (Including degree of grade)

		Total	Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?	
			Repeat experiences	First experience
Taking all things into consideration, what grade would you give to the City of Atlanta on how they have handled your most recent building permit application? Would you give them an A, B, C, D, or F?	A+	6%	5%	1%
	A	12%	9%	3%
	A_	2%	2%	0%
	B+	10%	7%	3%
	B	15%	12%	4%
	B_	6%	5%	1%
	C+	6%	5%	1%
	C	12%	9%	3%
	C_	6%	4%	1%
	D+	2%	1%	1%
	D	8%	6%	1%
	D_	4%	4%	1%
	F	10%	9%	2%
	Don't know/Refused	1%	0%	0%
Total	Count	1002	776	214

City of Atlanta Bureau of Buildings Baseline Data

Q4a. Taking all things into consideration, what grade would you give to the City of Atlanta on how they have handled your most recent building permit application? (collapsed categories)

		Total	Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?	
			Repeat experiences	First experience
Overall Grade	A	21%	16%	5%
	B	31%	24%	7%
	C	23%	18%	5%
	D	14%	11%	3%
	F	10%	9%	2%
	DK	1%	0%	0%
Total	Count	1002	776	214

City of Atlanta Bureau of Buildings Baseline Data

Q5. Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?

		Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?		
		Total	Repeat experiences	First experience
Is this the first time you've tried to get a building permit from the City of Atlanta or have you applied for others?	Repeat experiences	78%	78%	
	First experience	22%		22%
Total	Count	990	776	214

City of Atlanta Bureau of Buildings Baseline Data

Q5A. In the past three years, how many building permits have you applied for from the City of Atlanta?

		Total
In the past three years, how many building permits have you applied for from the City of Atlanta?	Median	12
	Percentile 25	5
	Percentile 50	12
	Percentile 75	50
	Count	1002

City of Atlanta Bureau of Buildings Baseline Data

Q5B. Finally, I d like you to think about all your building permitting experiences with the City of Atlanta in the past three years. Do you feel that the customer service you have received has...improved, remained the same, or gotten worse over time?

		Total
Finally, I d like you to think about all your building permitting experiences with the City of Atlanta in the past three years. Do you feel that the customer service you have received has...improved, remained the same, or gotten worse over time?	Improved	36%
	Remained the same	36%
	Gotten worse	24%
	Don't know refused (vol.)	3%
	Count	776

City of Atlanta Bureau of Buildings Baseline Data

QI. Did you deal directly with the Intake Department?

		Total
Did you deal directly with the intake department?	Yes	82%
	No	14%
	Don't know Refused	4%
Total	Count	50

City of Atlanta Bureau of Buildings Baseline Data

QI1. Approximately how long did you wait before you were able to see someone at the Intake Department?

		Total
Approximately how long did you wait before you were able to see someone?	Less than 1 hour	22%
	1 hour or more but less than 2 hours	22%
	2 hours or more but less than 3 hours	20%
	3 hours or more but less than 4 hours	20%
	4 hours or more but less than 5 hours	10%
	5 hours or more	5%
	No response	2%
Total	Count	41

City of Atlanta Bureau of Buildings Baseline Data

QI1A. In your opinion, was your wait time reasonable, unreasonable, or neither?

		Total
In your opinion, was your wait time reasonable, unreasonable, or neither?	Very reasonable	12%
	Somewhat reasonable	12%
	Neither	5%
	Somewhat unreasonable	17%
	Very unreasonable	51%
	Don't know refused(vol.)	2%
Total	Count	41

City of Atlanta Bureau of Buildings Baseline Data

Q12. Did you get any written information from the intake office?

		Total
Did you get any written information from the intake office?	Yes	34%
	No	63%
	Don't know/Refused	2%
Total	Count	41

City of Atlanta Bureau of Buildings Baseline Data

Q12A. How useful was the information you received?

		Total
How useful was the information you received?	Very useful	14%
	Somewhat useful	21%
	Not too useful	36%
	Not useful at all	29%
Total	Count	14

City of Atlanta Bureau of Buildings Baseline Data

Q12B. To the best of your knowledge, were there printed materials available?

		Total
To the best of your knowledge, were there printed materials available?	Yes	46%
	No	38%
	Don't know [vol.]	15%
Total	Count	26

City of Atlanta Bureau of Buildings Baseline Data

Q13. Did the Intake staff do an excellent, good, fair, or poor job of explaining the steps you needed to take in order to complete the permitting process?

		Total
Did the Intake staff do an excellent, good, fair, or poor job of explaining the steps you needed to take in order to complete the permitting process?	Excellent	10%
	Good	20%
	Fair	29%
	Poor	37%
	Don't know/Refused	5%
Total	Count	41

City of Atlanta Bureau of Buildings Baseline Data

QI4. How courteous was the Intake staff? Would you say they were courteous, discourteous, or neither?

		Total
How courteous was the Intake staff? Would you say they were courteous, discourteous, or neither? [Probe for very/somewhat courteous/discourteous]	Very courteous	27%
	Somewhat courteous	32%
	Neither courteous nor discourteous	12%
	Somewhat discourteous	15%
	Very discourteous	12%
	Don't know/Refused	2%
Total	Count	41

City of Atlanta Bureau of Buildings Baseline Data

QZ. Did you deal directly with the zoning department?

		Total
Did you deal directly with the zoning department?	Yes	70%
	No	27%
	Don't know Refused	3%
Total	Count	677

City of Atlanta Bureau of Buildings Baseline Data

QZ1. Would you say it was easy or difficult to understand the zoning requirements?

		Total
Would you say it was easy or difficult to understand the zoning requirements? [probe for very/somewhat easy/difficult]	Very easy	33%
	Somewhat easy	36%
	Neither [vol.]	3%
	Somewhat difficult	14%
	Very difficult	13%
	Don't know/Refused	1%
Total	Count	471

City of Atlanta Bureau of Buildings Baseline Data

QZ2. In your opinion, did the zoning department do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with the zoning requirements?

		Total
In your opinion, did the zoning department do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with the zoning requirements?	Excellent	28%
	Good	36%
	Fair	20%
	Poor	13%
	Did not ask them to explain the reasons [vol.]	3%
	Don't know/Refused	1%
Total	Count	471

City of Atlanta Bureau of Buildings Baseline Data

QZ2A. In your opinion, did the zoning development department do an excellent, good, fair, or poor job of explaining the reasons behind the zoning requirements?

		Total
In your opinion, did the zoning development department do an excellent, good, fair, or poor job of explaining the reasons behind the zoning requirements?	Excellent	21%
	Good	37%
	Fair	18%
	Poor	14%
	Did not ask them to explain the reasons [vol.]	6%
	Don't know/Refused	5%
Total	Count	230

City of Atlanta Bureau of Buildings Baseline Data

QZ3. In your opinion, is the enforcement of zoning regulations largely dependant on A) who you are, B) who you see that day, or C) are they enforced consistently across the board?

		Total
In your opinion, is the enforcement of zoning regulations largely dependant on A) who you are, B) who you see that day, or C) are they enforced consistently across the board?	Who they are	14%
	Who they see	20%
	Everyone treated the same	49%
	Don't know/Refused	17%
	Count	471

City of Atlanta Bureau of Buildings Baseline Data

QZ4. How courteous was the zoning staff? Would you say they were courteous, discourteous, or neither?

		Total
How courteous was the zoning staff? Would you say they were courteous, discourteous, or neither? [Probe for very/somewhat courteous/discourteous]	Very courteous	49%
	Somewhat courteous	32%
	Neither courteous nor discourteous	10%
	Somewhat discourteous	4%
	Very discourteous	3%
	Don't know/Refused	1%
Total	Count	471

City of Atlanta Bureau of Buildings Baseline Data

QSR. Did you deal directly with the site development department?

		Total
Did you deal directly with the site development department?	Yes	66%
	No	32%
	Don't know Refused	1%
Total	Count	157

City of Atlanta Bureau of Buildings Baseline Data

QSR1. Was it easy or difficult to understand permitting requirements regarding site disturbance?

		Total
Was it easy or difficult to understand permitting requirements regarding site disturbance?	Very easy	12%
	Somewhat easy	24%
	Neither [vol.]	1%
	Somewhat difficult	31%
	Very difficult	33%
Total	Count	104

City of Atlanta Bureau of Buildings Baseline Data

QSR2. In your opinion, did the site development department do an excellent, good, fair, or poor job of explaining the reasons behind the site disturbance requirements?

		Total
In your opinion, did the site development department do an excellent, good, fair, or poor job of explaining the reasons behind the site disturbance requirements?	Excellent	9%
	Good	15%
	Fair	31%
	Poor	39%
	Did not ask them to explain the reasons [vol.]	3%
	Don't know/Refused	3%
Total	Count	104

City of Atlanta Bureau of Buildings Baseline Data

QSR2A. In your opinion, did the site development department do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with site review requirements?

		Total
In your opinion, did the site development department do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with site review requirements?	Excellent	8%
	Good	24%
	Fair	32%
	Poor	35%
	Did not ask them to explain the reasons [vol.]	2%
	Don't know/Refused	3%
Total	Count	104

City of Atlanta Bureau of Buildings Baseline Data

QSR3. Do you feel you were notified in a timely manner about required changes, issues, or problems related to your site development plans?

		Total
Do you feel you were notified in a timely manner about required changes, issues, or problems related to your site development plans?	Yes	29%
	No	65%
	Don't know/Refused	6%
	Count	104

City of Atlanta Bureau of Buildings Baseline Data

QSR4. Now, thinking about the number of times you had to contact the site development department about your building permit, would you say the site development department is efficient, inefficient, or neither?

		Total
Now, thinking about the number of times you had to contact the site development department about your building permit, would you say the site development department is efficient, inefficient, or neither?	Very efficient	8%
	Somewhat efficient	12%
	Neither	15%
	Somewhat inefficient	22%
	Very inefficient	42%
	Don't know/Refused	1%
Total	Count	104

City of Atlanta Bureau of Buildings Baseline Data

QSR5. How courteous was the Site Development staff? Would you say they were courteous, discourteous, or neither?

		Total
How courteous was the Site Development staff? Would you say they were courteous, discourteous, or neither?	Very courteous	21%
	Somewhat courteous	36%
	Neither courteous nor discourteous	24%
	Somewhat discourteous	5%
	Very discourteous	12%
	Don't know/Refused	3%
Total	Count	104

City of Atlanta Bureau of Buildings Baseline Data

QA. Did you deal directly with the Arborist department?

		Total
Did you deal directly with the Arborist department?	Yes	75%
	No	25%
Total	Count	157

City of Atlanta Bureau of Buildings Baseline Data

QA1. Would you say it was easy or difficult to understand the tree protection ordinance requirements?

		Total
Would you say it was easy or difficult to understand the tree protection ordinance requirements?	Very easy	33%
	Somewhat easy	25%
	Neither [vol.]	3%
	Somewhat difficult	21%
	Very difficult	18%
Total	Count	117

City of Atlanta Bureau of Buildings Baseline Data

QA2. In your opinion, did the Arborist do an excellent, good, fair, or poor job of explaining the reasons behind the tree protection ordinances?

		Total
In your opinion, did the Arborist do an excellent, good, fair, or poor job of explaining the reasons behind the tree protection ordinances?	Excellent	23%
	Good	32%
	Fair	24%
	Poor	15%
	Did not ask them to explain the reasons [vol.]	4%
	Don't know/Refused	3%
Total	Count	117

City of Atlanta Bureau of Buildings Baseline Data

QA2A. In your opinion, did the Arborist do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with the tree ordinance?

		Total
In your opinion, did the Arborist do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with the tree ordinance?	Excellent	25%
	Good	37%
	Fair	21%
	Poor	17%
	Did not ask them to explain the reasons [vol.]	1%
Total	Count	117

City of Atlanta Bureau of Buildings Baseline Data

QA. Did an Arborist come to visit your site?

		Total
Did an Arborist come to visit your site?	Yes	52%
	No	40%
	Don't know/Refused	8%
Total	Count	117

City of Atlanta Bureau of Buildings Baseline Data

QA3A. Would you say that the Arborist was able to visit your site very quickly, somewhat quickly, not very quickly, or not quickly at all?

		Total
Would you say that the Arborist was able to visit your site very quickly, somewhat quickly, not very quickly, or not quickly at all?	Very quickly	11%
	Somewhat quickly	34%
	Not very quickly	18%
	Not quickly at all	33%
	Don't know/Refused	3%
Total	Count	61

City of Atlanta Bureau of Buildings Baseline Data

QA4. How courteous was the staff in the Arborist department? Would you say they were courteous, discourteous, or neither?

		Total
How courteous was the staff in the Arborist department? Would you say they were courteous, discourteous, or neither?	Very courteous	42%
	Somewhat courteous	38%
	Neither courteous nor discourteous	15%
	Somewhat discourteous	2%
	Very discourteous	3%
	Don't know/Refused	1%
Total	Count	117

City of Atlanta Bureau of Buildings Baseline Data

QPR. Did you deal directly with the plan review department?

		Total
Did you deal directly with the plan review department?	Yes	78%
	No	21%
	Don't know Refused	1%
Total	Count	416

City of Atlanta Bureau of Buildings Baseline Data

QPR1. Was it easy or difficult to understand the plan review requirements?

		Total
Was it easy or difficult to understand the plan review requirements?	Very easy	24%
	Somewhat easy	30%
	Neither [vol.]	3%
	Somewhat difficult	20%
	Very difficult	21%
	Don't know/Refused	1%
Total	Count	323

City of Atlanta Bureau of Buildings Baseline Data

QPR2. In your opinion, did the plan review department do an excellent, good, fair, or poor job of explaining the reasons behind the plan review requirements?

		Total
In your opinion, did the plan review department do an excellent, good, fair, or poor job of explaining the reasons behind the plan review requirements?	Excellent	16%
	Good	32%
	Fair	26%
	Poor	23%
	Did not ask them to explain the reasons [vol.]	2%
	Don't know/Refused	1%
Total	Count	323

City of Atlanta Bureau of Buildings Baseline Data

QPR2A. In your opinion, did the plan review department do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with plan review requirements?

		Total
In your opinion, did the plan review department do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with plan review requirements?	Excellent	18%
	Good	31%
	Fair	26%
	Poor	23%
	Did not ask them to explain the reasons [vol.]	2%
	Don't know/Refused	1%
Total	Count	323

City of Atlanta Bureau of Buildings Baseline Data

QPR3. Do you feel you were notified in a timely manner about required changes, issues, or problems related to your construction drawings?

		Total
Do you feel you were notified in a timely manner about required changes, issues, or problems related to your construction drawings?	Yes	50%
	No	44%
	Don't know/Refused	6%
Total	Count	323

City of Atlanta Bureau of Buildings Baseline Data

QPR4. Now, thinking about the number of times you had to contact the plan review department about your building permit, would you say the plan review department is efficient, inefficient, or neither?

		Total
Now, thinking about the number of times you had to contact the plan review department about your building permit, would you say the plan review department is efficient, inefficient, or neither?	Very efficient	16%
	Somewhat efficient	19%
	Neither	12%
	Somewhat inefficient	14%
	Very inefficient	35%
	Don't know/Refused	3%
Total	Count	323

City of Atlanta Bureau of Buildings Baseline Data

QPR5. How courteous was the Plan Review staff? Would you say they were courteous, discourteous, or neither?

		Total
How courteous was the Plan Review staff? Would you say they were courteous, discourteous, or neither?	Very courteous	31%
	Somewhat courteous	37%
	Neither courteous nor discourteous	16%
	Somewhat discourteous	9%
	Very discourteous	7%
	Don't know/Refused	1%
Total	Count	323

City of Atlanta Bureau of Buildings Baseline Data

QOI. Did you deal directly with the Inspections department?

	Total
Did you deal directly with the Inspection department? Yes	52%
No	46%
Don't know/ Refused	1%
Total Count	1002

City of Atlanta Bureau of Buildings Baseline Data

QOI1. Was it easy or difficult to schedule an inspection?

	Total
Was it easy or difficult to schedule an inspection? Very easy	38%
Somewhat easy	31%
Neither easy nor difficult [vol.]	2%
Somewhat difficult	12%
Very difficult	14%
Don't know/ Refused	3%
Total Count	525

City of Atlanta Bureau of Buildings Baseline Data

QOI2. In your opinion, is the enforcement of building code requirements largely dependant on A) who you are, B) who you see that day or are they enforced consistently across the board?

	Total
In your opinion, is the enforcement of building code requirements largely dependant on A) who you are, B) who you see that day or are they enforced consistently across the board? Who they are	11%
Who they see	27%
Everyone treated the same	56%
Don't know/Refused	6%
Total Count	525

City of Atlanta Bureau of Buildings Baseline Data

QOI3. Now, thinking about the number of times you had to contact the inspection department about your building project, would you say the inspection department is efficient, inefficient, or neither?

		Total
Now, thinking about the number of times you had to contact the inspection department about your building project, would you say the inspection department is efficient, inefficient, or neither?	Very efficient	26%
	Somewhat efficient	34%
	Neither	13%
	Somewhat inefficient	12%
	Very inefficient	12%
	Don't know/Refused	2%
Total	Count	525

City of Atlanta Bureau of Buildings Baseline Data

QOI4. In your opinion, did the Inspector do an excellent, good, fair, or poor job of explaining the reasons behind the building requirements?

		Total
In your opinion, did the Inspector do an excellent, good, fair, or poor job of explaining the reasons behind the building requirements?	Excellent	26%
	Good	39%
	Fair	19%
	Poor	10%
	Did not ask them to explain the reasons [vol.]	3%
	Don't know/Refused	3%
Total	Count	525

City of Atlanta Bureau of Buildings Baseline Data

QOI4A. In your opinion, did the Inspector do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with the building requirements?

		Total
In your opinion, did the Inspector do an excellent, good, fair, or poor job of explaining the steps you need to take to comply with the building requirements?	Excellent	28%
	Good	38%
	Fair	19%
	Poor	8%
	Did not ask them to explain the reasons [vol.]	3%
	Don't know/Refused	3%
Total	Count	525

City of Atlanta Bureau of Buildings Baseline Data

QOI5. How courteous was the Inspector? Would you say he/she was courteous, discourteous, or neither?

		Total
How courteous was the Inspector? Would you say he/she was courteous, discourteous, or neither?	Very courteous	45%
	Somewhat courteous	29%
	Neither courteous nor discourteous	14%
	Somewhat discourteous	4%
	Very discourteous	5%
	Don't know/Refused	3%
	Count	525
Total		

**APPENDIX
B
Verbatim Responses**

Responses to question “If you could make one improvement to the City of Atlanta’s permitting process, what would that be?”

Make process more efficient/shorter time for permit/shorten time it takes to get appointments

- I WOULD MAKE IT LESS COMPLICATED AS TO HAVING TO HAVE THE ARCHITECT TO ACTUALLY DO THE DRAWING FOR YOUR PROJECT BECAUSE I FOUND IT TOO EXPENSIVE ESPECIALLY ON SMALL PROJECTS.P/NOTHING ELSE.
- GETTING PROMPT WRITTEN REVIEWS WITHIN TEN DAYS THAT'S THOROUGH FROM THE TIME THEY GET DRAWINGS TO FINISH,SO THAT THEY CAN BE MORE INFORMED AS TO THE STATUS OF THE PERMIT. P\NOTHING ELSE.
- I WOULD MAKE IT SO THAT YOU COULD TRACK YOUR DRAWINGS EASIER P/ DOING IT ON LINE IS NOT EASY BECAUSE IT IS A NEW SYSTEM AND YOU CANNOT REALLY TELL WHAT IS GOING ON WITH YOUR PROJECT P/ IT IS IMPOSSIBLE TO SCHEDULE AN APPOINTMENTP/ IF YOU WANT TO SPEAK TO SOMEONE IS TOO DIFFICULT WITHOUT AN EXTREME WAIT P/ NOTHING ELSE
- I WOULD IMPROVE THE WAIT TIME//P HAVE MORE PEOPLE AVAILABLE TO HELP//P I WOULD CONSOLIDATE SOME STEPS//P TO AVOID HAVING TO WAIT IN LINE TEN DIFFERENT TIMES//P NOTHING ELSE
- SCHEDULE APPOINTMENTS P/NOTHING ELSE
- SCHEDULE THE APPOINTMENT AND THE ABILITY IN DOING IN PERSON ALSO PROBLISH INFORMATION IN PERSON P/NOTHING ELSE
- TO CHANGE BACK WHAT THEY USE TO DO FIVE YEARS AGO P/ NOW YOU HAVE TO SUBMIT THE PLAN AND THEN YOU COULD WALK YOUR PLAN THROUGH.
- SITE DEVELOPMENT. THEY'RE ADDING STEPS THAT ARE NOT NEEDED FOR SINGLE FAMILIES.
- PROBABLY HAVE EVERYONE TAKE A SLIP OR NUMBER P/ OR INCREASE THE STAFF AND SPEED THE PROCESS AND HAVE MORE PEOPLE IN PLAN REVIEW BECAUSE IT IS THE SLOWEST DEPARTMENT P/ NOTHING ELSE
- THERE ARE WEEKS OF DELAYS IN EVERY DEPT. P/ THE STUFF SITS IN BINS FOR TO LONG OF PERIODS P/ THEY LOSE THINGS TO OFTEN P/ THEY CHANGE REQUIREMENTS WITHOUT NOTICE P/ GETTING THE PLANNING DEPT TO PROCESS YOUR APPLICATION IS JUST A MESS. P/ CHANGE PERSONEL AND THINGS MAY CHANGE. P/ NOTHING ELSE.
- SITE PLAN PEOPLE TAKE ALL DAY AND THEY ARE ALL OFF WALKING AROUND IN A DAZE WITH YOUR PERMIT IN HAND AND DON'T CARE TO GET A MOVE ON IT TO HELP YOU.

- THEY NEED TO EXPAND THE TIME THEY DEDICATE TO THE APPLICATIONS BEING SUBMITTED FOR SMALL BUILDING OR SMALL RENOVATIONS. P/ THEY JUST ACT LIKE THEY ARE NOT IN A HURRY TO GET PEOPLE THEIR PERMITS. P/ NOTHING ELSE.
- DO AWAY WITH SINGLE FAMILY DWELLING PLAN REVIEW P/ ALMOST ALL CONTRACTORS DO NOT GET THE PERMITS LIKE THEY SHOULD AND DON'T HAVE ALL DAY TO SIT AROUND WAITING. P/ NOTHING ELSE
- FASTER CUSTOMER SERVICE P/ NOTHING ELSE
- THEY SEEM TO BE CHANGING THE PROCESS JUST TO PROVIDE CLEAR PRECISE INSTRUCTIONS ON WHAT THEY NEED IN MAKING THE PROCEESS GO QUICKER.
- IT WOULD BE GREAT IF THEY COULD SET UP A TIME WITH A PLAN REVIEWER IN A TIMELY MANNER P/NOTHING ELSE
- MEET IMMEDIATELY AND DIRECTLY WITH REVIEWERS. (PROBED N/E)
- A BETTER SCHEDULING TIME.P/NOTHING ELSE
- I WOULD TRAIN THEM BETTER ABOUT PROCESSING.P/ EMPLOYEES DON'T WORK HARD ENOUGH, AND THEY GIVE NO EXPLANATION ABOUT DELAYS.
- I WOULD IMPROVE THE NUMBER OF PEOPLE THEY HAVE IN RECIEVING OR THE EFFICIENCY IN WHICH THEY WORK AND LOWER THE COST P/ THE STAFF THAT WORKS IN PLAN REVIEW TAKES TOO LONG TO RECIEVE APPLICATIONS AND LOOK OVER THEM P/ NOTHING ELSE
- INFORMATION QUICKLY AND EFFIENCY ABOUT BUILDING PERMIT.
- FASTER SERVICE /SHORT PERMIT WAITING TIME P/NOTHING ELSE
- MAKE THE SMALL PLAN REVIEW A LITTLE QUICKER
- TO PROCESS THE PERMIT QUICKER P/NOTHING ELSE
- I WOULD LIKE TO SEE PEOPLE HANDLE MORE FUNCTIONS IN THE PERMITTING PROCESS.THE PROCESS NEEDS TO BE STREAMLINED.P/NOTHING ELSE.
- TIMELY TURN AROUNDS
- I WOULD EXPEDITE THE PLAN APPROVAL FROM SUBMISSION TO APPROVAL.
- SPEED, THEY'RE SO SLOW, FEE'S, SEWER TAPFEE'S AND WATER TAP FEES
- THE TIME IT TAKES TO PROCESS THE PERMIT.P/NOTHING ELSE.
- TIMELY REVIEW OF PLANS AND REVISIONS.P/NOTHING ELSE.
- IMPROVE THE TURN AROUND TIME.P/NOTHING ELSE.
- LESS HANDS TO GO THROUGH.P/NOTHING ELSE.
- FASTER PROCESSING OF APPLICATIONS.P/THEY NEED AUTOMATED REQUESTS FOR APPLICATIONS.P/NOTHING ELSE.
- SPEED UP THE PROCESS, IT TAKES TO LONG P/ NOTHING ELSE
- I'D WANT MY PERMIT FASTER.

- NEED TO STREAMLINE PROCESS AND NEED MORE EFFICIENCY
- IT COULD BE DONE MORE EXPEDITIONLY. P/NOTHING ELSE
- IMPROVING TIME ON THE APPLICATIONS
- RESIDENTIAL HOMEOWNERS APPLICATION BE DONE IN ONE DAY INSTEAD OF THREE WEEKS
- I JUST REALLY STREAM ALL THE THINGS TOGETHER BUT OTHER THAN THAT EVERYTHING RUNS SMOOTHLY.
- P/CUT THE REVIEW TIME DOWN
- REVISE THE PROCESS
- I WOULD SAY LESS WAIT TIME P/ NOTHING ELSE P/ EASIER TO UNDERSTAND
- MAKE THE PROCESS MORE EFFICIENT P/ NOTHING ELSE
- RE-DO IT. MAKE IT EASIER. IT TAKES 4 TO 5 HRS TO SEE SOMEONE TO GET A SIMPLE PERMIT. TIME SHOULD BE A LOT SHORTER.PNOTHING ELSE
- I WOULD TRY TO TURN AROUND THE PLANS SO THAT IT WOULD TAKE THE A SHORTER TO PROCESS THE PLANS. P/ IT IS USUALLY PROMISED THAT IT WOULD TAKE 8 TO 10 DAYS TO REVIEW THE PLANS, BUT IT ENDS UP BECOMING 12 TO 20 DAYS TO REVIEW THE PLANS.
- THEY SHOULD LOOK AT COBB COUNTY OR FULTON COUNTY ,BECAUSE THEIR PROCESS IS SO MUCH EASIER AND TAKES ABOUT 3 OR 4 HOURS TO COMPLETE ;WHEREAS THE CITY OF ATLANTA'S PROCESS TAKES ABOUT 3 OR 4 MONTHS TO DO THE SAME THING P/ NOTHING ELSE
- ZONING DEPARTMENT NEEDS TO IMPROVE AND SPEED UP THE PROCESS IT TAKES IN DEALING WITH ZONING REQUIREMENTS
- I WOULD MAKE THE SPACE SHORTER P/ THE TIME IT TAKES TO GO THROUGH THE PROCESS IS TOO LONG P/ NOTHING ELSE
- I WOULD MAKE IT FASTER P/IT TAKES TOO LONG TO GET AN INSPECTOR ON SITE ONCE YOU CALL THEM P/ NOTHING ELSE
- THEY NEED TO BE MORE EFFICIENT.P/ NOTHING ELSE.
- TO NOT HAVE TO WAIT SO LONG IN THE OFFICES DOWN THERE//P I WOULD IMPROVE THE WAITING TIME//P NOTHING ELSE
- THEY NEED TO IMPROVE THE PROCESS AND SIMPLIFY IT.P/ NOTHING ELSE.
- THE PROCESS P/THEY ARE REINVENTING THE WHEEL P/THE PROCESS THEY ARE DOING IS INEFFICIENT P/NOTHING ELSE
- APPOINTMENTS P/I CAN CALL AND BE SEEN PLUS OR MINUS TEN MINUTES P/NOTHING ELSE
- STOP STANDING IN THE LONG LINES P/NOTHING ELSE
- TO SPEED UP THE PROCESS P/NOTHING ELSE
- THE WAIT TIME
- THAT WOULD BE SPEEDING UP THE PERMITTING PROCESS.

- I WOULD SAY QUICKER TURN-AROUND TIME AND PLANNED REVIEW.
- IT SHOULDN'T TAKE SO LONG
- EXPEDITE A LITTLE FASTER
- EFFICIENCY
- DRAFT THE PLANS AND TELL US TO COME BACK IN AN APPOINTED TIME INSTEAD OF WAITING. IF YOU GET A REDLINE WE SHOULD STILL BE ISSUED A PERMIT.
- THEY NEED TO STREAMLINE THE PROCESS, BECAUSE FOR ONE PERMIT COULD TAKE YOU OVER THREE MONTHS FOR THE FULL PROCESS. A LOT OF THINGS COULD BE CONDENSED, AND NOW I THINK IT WILL GET BETTER BECAUSE OF BEING ABLE TO DO SOME OF THE PERMITS ONLINE. P/ NOTHING ELSE TO ADD
- MAKE IT MORE EFFICIENT WHERE YOU WON'T NEED TO GO TO SEVERAL DIFFERENT BUILDINGS.
- SPEED UP REVIEWS//P THEY JUST TAKE TOO LONG//P I THINK THE INSPECTORS NEED TO DO A BETTER JOB//P TO UNDERSTAND THE CODES BETTER//P AND TO BE MORE FRIENDLY//P THEY NEED TO TREAT US LIKE CUSTOMERS//P NOTHING ELSE
- REDUCING THE TIME OF PROCESSING//P THE WHOLE THING//P THEY DON'T HAVE ENOUGH HELP//P NOTHING TO ADD
- THE TIME TURN AROUND OF EVERYTHING, P/ HAVE A SET FEE FOR EVERYTHING NOT MAKING EVERYBODY RUNNING ALL OVER THE BUILDING TRYING TO GET THE ANSWERS THEY NEED TO GET THE PERMIT GOING LIKE IT SHOULD AND IN A TIMELY MANNER. P/ THE WAIST OF TIME AND MONEY THEAT WE SPEND NEEDS TO BE CHANGED. P/ NOTHING ELSE
- YOU NEED TO GET THE BLUEPRINT AND THAT IS THE FIRST PERSON YOU NEED TO SEE//P YOU HAVE TO GO THROUGH ALL THESE STEPS AND BY THE TIME YOU GET TO THE BLUEPRINT YOU HAVE TO MAKE ALL THESE CHANGES//P BLUEPRINT CHANGES NEED TO BE THE FIRST PRIORITY//P AT LEAST ALL THE CHANGES THAT NEED TO BE MADE//P NOTHING TO ADD//P NOBODY TRANSFERS INFORMATION WHICH TAKES UP TIME//P EACH STEP IS MISERABLE//P NOTHING ELSE
- OUR BUILDING PERMITS ARE REVENUE GENERATING ONLY, WE HAVE NEVER HAD AN INSPECTOR LOOK AT OUR JOB//P WHY DO WE HAVE TO SPEND THE SAME AMOUNT OF TIME IN LINE GETTING OUR PERMIT//P WE SHOULD BE ABLE TO PHONE IT IN OR MAIL IT IN//P MANY TIMES WE DO NOT GET PERMITS BECAUSE IT IS ECONOMICALLY BETTER FOR US TO GET CAUGHT 10 PERCENT OF THE TIME AND PAY THE FINE THAN IT IS TO WAIT IN LINE AND GET THE PERMIT//P WE ARE A ROOFING COMPANY ONLY//P NOTHING TO ADD
- MAKE THE PROCESS FASTER.P/NOTHING ELSE

- CHANGE THE PROCESS SO THAT THERE COULD BE SELF CERTIFICATION.
- THE TIME IT TAKES TO GET THE PERMIT BECAUSE IT TAKES TOO LONG P/ NOTHING ELSE
- A FASTER PLAN REVIEW OR SITE DEVELOPMENT PROCESS SMALL PROJECTS FASTER.
- THE WAIT TIME WHEN YOU ARRIVE IS KIND OF LONG.
- IT WOULD BE IN THE PLAN REVIEW,I WOULD SOMEHOW IMPROVE THEIR EFFICIENCY. THE WAITING TIME FOR THE PLAN REVIEW IS THE WORSE.
- TIME; IT COULD BE MUCH QUICKER P/ SCHEDULING COULD HAVE LONGER TIME TO CALL IN P/ NOTHING ELSE
- I WOULD COMPLETELY SIMPLIFY THE PROCESS AND THE PROCESS OF PUTTING IT ALL DOWN IN A PLAN IS RIDICULOUS. BECAUSE IT COSTS THE CITY MONEY AND ITS THE ONLY CITY IN GEORGIA THAT YOU HAVE TO GO THROUGH A LONG PROCESS FOR A BUILDING PERMIT. IT SHOULDN'T TAKE 2 AND 3 MONTHS.
- TIMELY; SIGHT DEVELOPMENT; REVIEW IT BECAUSE IT TOOK THEM 2-3 WEEKS TO COME OUT TO THE SIGHT AFTER I PUT IN THE APPLICATION P/ NOTHING ELSE
- THE TIME IT TAKES TO GET THE PERMIT P/ THEY NEED TO COORDINATE THEIR ANSWERS BECAUSE ALL GIVE THE SAME ANSWERS P/ NOTHING ELSE
- TO STREAM LINE GAMES AND THE ONES GOING TO THEM ARE NOT WORKING FOR THEM BUT FOR US P/AND IF THEY NEW THAT THEY ARE, THEY WOULDN'T BE SO SLOW P/ NOTHING ELSE
- NOT HAVING TO WAIT IN LINE IN EACH INDIVIDUAL DEPT
- MAYBE DO APPOINTMENTS TO BE ABLE TO SEE SOMEONE INSTEAD WAITING SO LONG.
- REDUCE ALL THE LEVELS THAT NEED TO BE TAKEN.P/MORE NEEDS TO BE DONATED.P/LOOK AT OTHER COUNTIES AND HAVE CONFIDENCE.P/NOTHING ELSE
- TO MAKE THINGS QUICKER.P/THEY NEED TO INSPECT THE SAME DAY THAT YOU CALL LIKE THEY USE TO.P/NOTHING ELSE
- TO MAKE IT MORE EFFICIENT. P/ IMPROVE ALL DEPARTMENTS TO MAKE THE PROCESS QUICKER.
- SOME OF THE STEPS YOU HAVE TO TAKE IN THE PERMITTING PROCESS. P/ THE STEPS SHOULD BE CONSOLIDATED IN THE PERMITTING PROCESS. P// NOTHING ELSE.
- TO CLARIFY AND STREAMLINE THE PROCESS. TO MAKE EASY WHERE TO GO AND WHO TO SEE FOR MY NEEDS P/ NOTHING ELSE
- TO MAKE TENT PERMITS MORE STREAMLINE - THE PROCESS IS TOO LONG .
- THEY NEED TO DECREASE THE STEPS IN GETTING A PERMIT. THERE ARE TOO MANY STEPS IN GETTING A PERMIT.P/NOTHING ELSE

- TO SHORTEN THE TIME UP - IT TOOK 6 MONTHS TO GET MY PERMIT.
- THE LENGTH OF THE PROCESS IS UNBELIEVABLE. I WOULD CUT BACK ON SOME OF THE DEPARTMENTS TO SPEED UP THE PROCESS. IT'S BEEN FIVE MONTHS AND I STILL HAVE GOTTEN MY PERMIT.
- I WOULD STREAMLINE IT BECAUSE IT TAKES TOO LONG P/ THERE SHOULD BE MORE EFFICIENT IN THE OFFICE ; I SAW A LOT OF WASTE OF TIME ON THE PART OF THE STAFF P/ NOTHING ELSE
- IT TAKES LONGER TO DO TENT PERMITS THAN IT DOES TO DO OTHERS.
- THE LENGTH OF TIME TO OBTAIN A BUILDING PERMIT P/NOTHING ELSE
- BE ABLE TO DO BUSINESS MORE EFFICIENTLY P/NOTHING ELSE
- LESS TIME SPENT WAITING TO GET THE PERMIT.
- IMPROVE THE TIME THAT IT TAKES
- WE DO TERMITE DAMAGE REPAIR WORK, AND THE PERMIT PROCESS IS SET UP FOR LARGE CONSTRUCTION JOBS, NOT FOR SMALL CONSTRUCTION JOBS AND IT'S VERY DIFFICULT OT HAVE TO GO THROUGH THE PROCESS FOR NO REASON.
- I WOULD FIGURE OUT SOME WAY TO SPEED UP THE PROCESS P/ NOTHING ELSE
- MAKE PROCESS FASTER.
- THE WAY YOU HAVE TO FAX IT IN. I THINK YOU SHOULD BE ABLE TO DO IT ONLINE.P/NOTHING ELSE
- I WOULD LIKE TO GET PERMITS OVER THE PHONE P./ NOTHING ELSE
- GIVE YOU ALL THE SPECIFIC INFORMATION YOU NEED AT ONE TIME SO YOU HAVE TO RUN BACK AND FORTH.P/NOTHING ELSE.
- TO MUCH PEOPLE NOT DOING ANYTHING. P/ THEY NEED TO BE ORGANIZED BETTER.P/BECAUSE IT RIDICULOUS OF THE TIMEIT TAKES THEM TO ISSUE THE PERMITS COMPARED TO OTHER COUNTIES.P/THEY NEED TO CHANGE THE POLICY ITS CRAZY.P/NOTHING ELSE
- THE PROCESS OF GETTING AN INSPECTION I DON'T THINK THE FAX PROPERSION IS CONVENTIENT ENOUGH, IT TAKES UP TOO MUCH TIME TRYING TO FAX ALL THE INFORMATION IN.P/OTHER THAN THAT THEY'VE BEEN PRETTY GOOD.P/NOTHING ELSE
- ORGANIZATION.P/ANYTHING IT TAKES TO SPEED UP THE REVIEW PROCESS.P/ADDITIONAL EMPLOYEES.P/NOTHING ELSE
- TO ALLOW A ONE STOP UPGRADE OR CHANGE TO A PERMIT ALREADY ISSUED INSTEAD OF STARTING OVER, AND FOR A COST INCREASE.P/I HAD TO GO DOWN AND SIT FOR OVER A 2 DAY PERIOD BECAUSE I COULDN'T RENEW THE PERMIT BECAUSE SOME CHANGES HAD TO BE MADE AFTER SUBMITTING THE

APPLICATION.P/I WOULD SUGGEST THE MAYOR AND THE COUNCIL
MANAGE EMPLOYEES MORE EFFICIENT.P/NOTHING ELSE.

- AUTOMATION AND COUNTABILITY. THEY SHOULD COME UP WITH A RESERVATION SYSTEM SO THAT THEIR APPOINTMENT IS AT A SPECIFIC TIME. P/ NOTHING ELSE
- I LIKE TO SEE MORE AUTOMATICS. WE WOULD HAVE A RESPONSE THAT WAS COMPUTER GENERATED AND NOT HAVE TO DEAL WITH A HUMAN VOICE ALL OF THE TIME.
- FOR THEM TO HAVE A COMPUTERIZED SYSTEM-ANIMATED SYSTEM-WHEN CALL FOR AN INSPECTION.P/NOTHING ELSE.
- EVERYTHING NEEDS TO BE STRAIGHT LINED
- THERE NEEDS TO BE SOME KIND OF TRACKING SYSTEM TO BE ABLE TO TRACK THE STATUS AND THE PROGRESS OF PERMIT APPLICATIONS. P/ NOTHING ELSE.
- MAKE IT LIKE DEKALB CO. WHERE YOU CAN CALL IT IN
- HAVE A BETTER SYSTEM ON HOW TO ISSUE PERMITS. P/ NOTHING ELSE.
- THEY SHOULD MAKE IT FASTER TO GET THE HARD COPY OF THE PERMIT BACK TO THE CONTRACTOR. P/NOTHING ELSE.
- TO GET THE HARD COPY OF THE PERMIT BACK FASTER. P/ NOTHING ELSE.
- IT WOULD BE GETTING STATUS REPORT ON THE PERMITS. SOMETIMES IT TAKES TOO LONG TO FIND OUT YOUR PERMITS STATUS.
- GETTING RESULTS IN A TIMELY MANNER
- THE STAFF IS COURTEOUS. THEY NEED TO MOVE AT A FASTER PACE. P/ NOTHING ELSE.
- BASICALLY TO HAVE CONSOLIDATION OF SOME OF THE AREAS REQUIRED IN THE PERMIT PROCESS.
- MAKE IT MORE USER FRIENDLY AND EASIER TO NAVIGATE FROM DEPT TO DEPT. P/ NOTHING ELSE.
- THE PROCESS IS TOO LONG AND COMPLICATED, THEY NEED MORE INSPECTORS. P/NOTHING ELSE
- IT NEEDS TO BE SIMPLE TO UNDERSTAND. CHANGE THE ATTITUDE OF SOME OF THE EMPLOYEES.
- THEY NEED TO DROP THE PLAN REVIEW COMPLETELY,OTHER COUNTIES DON'T DO IT. THEY NEED TO LET THE INSPECTORS DECIDE IT TOOK TOO LONG IT TOOK ME FOUR WEEKS.
- REVIEW PROCESS P \ NOTHING ELSE
- CUT OUT ALL THE REGULATIONS, THE PROCESS IS LONG AND DRAGGED OUT. P/ NOTHING ELSE
- SIMPLIFY THE ZONING DEPARTMENT. P/ NOTHING ELSE
- THEY NEED TO ELIMINATE THE NEED FOR REVIEW OF A SITE PLAN THAT IS STAMPED BY A SURVEYER.

- NEEDS TO ALTER THE PROCESS FOR SMALL JOBS OR ELIMANTE THE PROCESS FOR SMALL JOBS. P/ NOTHING ELSE
- IT WOULD BE TO STREAMLINE THE PROCESS.P/THE BIGGEST BLOCK FOR SOME PEOPLE IS THE BUILDING PLAN.P/THEY ARE INSPECTING YOUR HOUSE DURING AND AFTER.P/NOTHING ELSE
- SIMPLY THE PROCESS ACROSS THE BOARD.
- SUBMITTING THE APPLICATION. THAT IS THE MOST DIFFICULT PART
- THERE NEEDS TO BE A CHANGE INTHE SYSTEM. THEY NEED A NUMBER SYSTEM SO THAT PEOPLE ARE SEEN IN THE PROPER ORDER.
- IF I COULD MAKE ONE IMPROVEMENT TO THE CITY OF ATLANTA'S PERMITTING PROCESS, IT WOULD BE SHORTER WAITING TIMES. P/ I WOULD TRY TO SHORTEN THE WAITING TIME LINE TO GET BACK APPROVAL FROM THE CITY.
- IMPROVE THE TIME BETWEEN THE SUBMITAL AND THE REVIEW IT TAKES TO LONG
- SAME DAY INSPECTION P/ NOTHING ELSE
- MAYBE GETTING THINGS DONE A LITTLE FASTER. P/ NOTHING ELSE.
- EXPEDITE PERMITS P/ NOTHING ELSE
- CHANGE THE LENGHTH OF TIME IT TAKES TO RECEIVE PERMITT. TAKES TO LONG P/NO
- IT TAKES ABOUT HALF OF A DAY TO GET ANY THING DONE. P/ I WOULD SHORTEN THE TIME IT TAKES TO GET A THE PERMIT PROCESS DONE.P/NOTHING ELSE.
- PROCESS THE PERMITS MORE RAPIDLY. P/ SPEED UP THE PROCESS ONCE PEOPLE FAX THEM IN.P/ NOTHING ELSE
- TAKES A VERY LONG TIME FOR THE PROCESS. P/NOTHING ELSE
- I WOULD LIKE TO MAKE THE PERMITTING PROCES IN ATLANTA FASTER. P/ IF THE COMMUNICATION WAS A MORE RAPID DEPARTMENT, IT WOULD BE A LITTLE FASTER. P/ IN MY MORE RECENT PERMITTING, I WAS GIVEN BETTER SERVICE BECAUSE I WAS IN A DISASTER SITUATION, IN HURRICANE IVAN. P/ I WAS NOT UNDER NORMAL CIRCUMSTANCES.
- GET RID OF THE WAIT TIME. P/ NOTHING ELSE
- CHANGE THE PLAN REVIEW PROCESS P/NOTHING ELSE
- SAME DAY INSPECTION P/ NOTHING ELSE
- SIMPLIFY THINGS P/ IT TAKES TO LONG FOR THEM TO GET PERMITS P/NOTHING ELSE
- EXPEDITE THE REVEIWING PROCESS.
- THE AMOUNT OF TIME IT TAKES TO GET YOUR PERMIT PROCESSED. P/ WHEN YOU FAX IT IN THEY TAKE A LONG TO GET IT BACK TO YOU.P/NOTHING ELSE.
- ELIMINATE SOME STEPS AND BE MORE FLEXIBLE.
- THEY NEED TO BE MORE EFFICENT. P/ NOTHING ELSE.

- IF I CHANGE ONE THING IT WOULD BE GETTING A QUICKER RESPONSE
- THEY NEED TO WORK FASTER, THE PROCESS TAKES FOREVER ON HOLD FOR 2 WEEKS FOR JUST APPROVAL P/ THAT'S ALL.
- THEY NEED TO MAKE IT SIMPLE AND SPEEDY. P/ THEY DON'T HAVE ENOUGH PEOPLE TO SERVE THE PEOPLE..P/ THEY NEED MORE HELP. P/ NOTHING ELSE
- IF PROCESS WOULD BE APPROVE FASTER, FOR A DAY OR TWO, BUT THE PROCESS TAKES TO LONG.
- STREAMLINING P/ NOTHING ELSE
- MAKE THE PROCESS QUICKER, MAYBE BY APPOINTMENT. P/ NOTHING ELSE
- YOU GO THROUGH TO MANY HANDS. P/ IN ORDER TO BE EASIER
- THE REQUIRED TIME IT TAKES TO GET THE PERMIT
- FOR THE PROCCES NOT TO TAKE TO LONG TOO ,BETTER COMMUNICATION
- ZONING PERMIT SHOULD BE MORE SIMPLIFIED.
- MAKE IT EASIER FOR THE CONTRACTOR TO GET HIS REQUEST IN AND COMPLETED, WE HAVE TO FAX IT IN AND SOME OF THE TIME THERE IS SOMETHING WRONG WITH THEIR FAX MACHINE. THIS IS DIFFICULT FOR THE SMALL CONTRACTORS WHO HAVE TO WORK ON THE JOB AS WELL, WE NEED TO BE ABLE TO CONTACT THE INSPECTORS AT A GIVEN TIME AND REQUEST INSPECTION IF WE CANT GET THE FAX THROUGH.
- IT TAKES TOO LONG TO GET A PERMIT, THEY NEED TO SPEED UP PROCESS. THEY NEED MORE HELP IN THESE DEPARTMENTS. THEY ARE OVERWORKED AND UNDERSTAFFED.-P/NOTHING ELSE
- TIME IT TAKES TO COMPLETE THE PERMIT PROCESS, IT TOOK TWO MONTHS FROM BEGINNING OF THE PERMIT TO FINALLY RECIEVE IT. AND THE FEES ARE TOO HIGH.-P/NOTHING ELSE
- THEY NEED TO IMPROVE ON TIMING AND ORGANIZATION WITH THE PERMITTING PROCESS. THEY NEED A LOT OF SERIOUS WORK. P/ NOTHING ELSE.
- EFFICIENCY IS THE MAIN KEY. P/ NOTHING ELSE.
- HAVE A SENSE OF URGENCY TO GET PEOPLE IN AND OUT.
- JUST TO MAKE IT A LITTLE BIT EASIER TO GET A PERMIT FOR SMALLER PROJECTS THAN THE LARGER PROJECTS. P/ NOTHING ELSE.
- TO STREAMLINE THE SOFTWARE THAT IS USED IN PERMITTING PROCESS. P/ NOTHING ELSE.
- IT WOULD BE TO SPEED THE PERMIT PROCESS UP QUICKLY. P/ NOTHING ELSE
- TURN AROUND APPLICATION PROCESS A LOT QUICKER.
- MANAGE THE EXPECTATIONS OF THE TIME THAT IT TAKES TO GET THE PERMIT. P/ DURING MY FIVE HOURS, I SAW FIVE DIFFERENT

- CONTRACTORS GIVE TREATS TO EMPLOYEES OF THE CITY.
OFFERING TO BRING LUNCH BACK TO THEM. I FELT THEY HAD A
PERMIT THAT NEEDED TO BE EXTRADITED. I FEEL THIS WAS
PAYMENT IN RETURN. ANYONE CAN FEEL FREE TO CONTACT ME.
- THE TIME FRAME P/ THE WAITING IS COSTLY TO ME, IT IS
PROBABLY GOING TO COST ME AN EXTRA FIVE THOUSAND
DOLLARS
 - MAKING SURE THEY GET THE PERMIT TO THE CONTRACTOR
FASTER. P/ NOTHING ELSE.
 - LET THE BUILDER APPLYING FOR THE POSITION HAVE FASTER PACE
EXPERIENCE. THEY ARE FOCUSED MORE ON PEOPLE ON THE CITY
WORKERS.P/ NOTHING ELSE.
 - I BELIEVE THEY NEED BETTER EFFICIENCY FOR THE PERMITTING
PROCESS. P/ NOTHING ELSE.
 - I DON'T THINK IT SHOULD TAKE THREE WEEKS TO SEE AN ARBORIST
IF YOU ARE NOT REMOVING TREES. P/ NOTHING ELSE.
 - THEY NEED TO DEAL WITH THE PEOPLE LITTLE QUICKER, AND LET
THEM KNOW WHAT THEY CAN DO FOR THEM. P/ THEY NEED TO
ELIMINATE THE \$50.00 CHARGE FOR THE PERMIT. P/ NOTHING ELSE
 - NEED A FAST TRACK TRACK SYSTEM FOR SMALL PROJECTS. P/ SO
YOU DON'T HAVE TO WAIT 3 OR 4 DAYS FOR THE PERMIT. P/
NOTHING ELSE
 - I WOULD MAKE EASIER ACCESS TO GET A PERMIT. P/ NOTHING ELSE.
 - I PROBABLY WOULD SAY THE TIME LIMIT.P/ WHEN I CAME DOWN
TO GET A PERMIT ONE TIME I STAYED THERE ABOUT 8 HOURS. ONCE
I WAS SEEN; IT ONLY TOOK 15 MINUTES TO COMPLETE THE
PERMITTING PROCESS. SO, I THINK IF THEY COULD IMPROVE THE
STAFF, THEN IT WOULDN'T TAKE SO LONG. P/ NOTHING ELSE.
 - THE TIME IN WHICH YOU SUBMIT A PLAN AND THE TIME YOU GET
THE PERMIT TAKES TOO LONG P/ IT SHOULD BE A SYSTEM OF
FAIRNESS AND NOT BASED ON WHO YOU ARE AND WHO YOU KNOW
 - MORE OF A STREAM LINE PROCESS. I THINK THAT THEY NEED
CLEAR RULES SO THAT EVERYBODY COULD UNDERSTAND.
P/NOTHING ELSE
 - THE SUBMITTAL PROCESS IS EXTREMELY TIME CONSUMING
 - SPEED UP THE PROCESS, CALLING IN FOR INSPECTIONS AND THEY
DON'T CALL BACK, INSPECTION SCHEDULES AND WHEN EXACTLY
WILL THE INSPECTOR BE THERE, INSTEAD OF JUST HAVING TO
WAIT AND WAIT AND WAIT UNTIL THEY SHOW UP.-P/NOTHING ELSE
 - MORE EFFICIENCY AND COMPETENT PEOPLE
 - SIMPLIFY THINGS, IT IS INCREDIBLY FRUSTRATING.P/ HIRE MORE
PEOPLE.
 - THE PROJECTS THAT DO NOT REQUIRE A LOT OF TIME. THE PROCESS
SHOULD NOT BE AS LONG.P/ AND THEY SHOULD ONLY TAKE A FEW
MINUTES

- PROCESS TOO SLOW
- THE ARBORISTS DIVISION. MAKE THAT PROCESS QUICKER. IT IS NO TIME LIMIT THAT THEY COME OUT.
- THE ZONING DEPARTMENT TAKES TOO LONG
- THE ORGANIZATIONS PROCESS TAKES TOO LONG.P /NOTHING ELSE.
- I WOULD PROBABLY MAKE IT A LITTLE QUICKER. P/ IT TOOK FOREVER TO GET A HOLD TO THEM, AFTER COMPLETING THE PAPERWORK IT TOOK A WHILE TO FIND OUT WHETHER I GOT THE PERMIT OR NOT.P/NOTHING ELSE.
- GO BACK TO THE OLD SYSTEM.P/BECAUSE YOU COULD GET YOUR PERMIT THE SAME DAY INSTEAD OF HAVING TO WAIT FOR SEVERAL DAYS.P/NOTHING ELSE.
- I WOULD MAKE IT QUICKER- P/ I DON'T KNOW
- THEY NEED TO STREAM LINE BETTER
- SPEED THAT I WOULD IMPROVE ON PERMITTING
- ORGANIZE THE PROCESS
- WHEN I FAX IN THE PERMIT, IT NEEDS TO BE A FASTER PROCESS. P/ NOTHING ELSE.
- TRIAGE, THEY NEED SOMEONE TO DEAL WITH THE PLANS RIGHT AWAY. WE NEED MORE EXPERIENCED PEOPLE TO RUN THE DEPARTMENTS, THE PROCESS TAKES TOO LONG. THERE NEEDS TO BE CLEAR RULES ABOUT REQUIREMENTS FOR BUILDING CODES AND COMMUNICATION WITH APPLICANTS ON ANY CHANGES. THE WHOLE PROCESS IN ATLANTA. P\ NOTHING ELSE.
- CUT BACK ON NUMBER OF THINGS YOU HAVE TO GO THROUGH TO GET A PERMIT. P/ WHEN I SAY THINGS I MEAN THE PROCESSING ORDER. P/ NOTHING ELSE
- I WOULD MAKE IT MORE TRANSPARENT TO GET IT DONE QUICKER AND BE ABLE TO COMMUNICATE WITH THEM BETTER AND FASTER
- EXPEDITE THE PLANS FASTER
- IT TAKE TOO LONG TO GET A PERMIT. THE ARBORIST IS TOO LONG A PROCESS. P/ FEEL LIKE THEY ARE UNDERSTAFF. P/NOTHING ELSE
- FASTER PERMITS
- TO TRY TO SIMPLIFY THE ADDITIONAL COPIES THAT WE NEED.
- I WOULD HAVE THE SAME DAY ONLINE TURN-AROUND REGARDLESS OF HISTORIC DISTRICTS OR NOT.
- THE PERMITTING PROCESS SHOULD BE MORE EFFICIENT.
- TRY TO EXPEDITE SOME FEED BACK FROM ZONING.
- I WOULD MAKE IT MORE EFFICIENT FOR SUBMITTALS TO PLAN REVIEW AND OVER THE COUNTER P/ NOTHING ELSE
- NOT TO HAVE SO MANY PROCESSING STEPS. P/ NOTHING ELSE
- THE LONG LINES THE WAIT IS TOO LONG, MORE STAFF, IT TOOK ME ABOUT 9HRS DUE TO THE WAITING
- MORE TIMELY INSPECTIONS. P/ FRONT DESK LADY IS REAL COURTEOUS. P/ NEEDS MORE STAFF. P/ NOTHING ELSE

- EXPEDITING THINGS QUICKER
- THEY SPEND TOO MUCH TIME ON SOMETHING THEY DON'T HAVE JURDISCTION OVER. P/ NOTHING ELSE
- TOO MANY MEETINGS TO GO THROUGH TO GET A PERMIT. P/ GOT TO WAIT A MONTH BETWEEN EACH MEETING. P/ NOTHING ELSE
- THE ONLY THING THAT I WOULD IMPROVE WOULD BE THE TIME IT TAKE TO GET RESULT.P/NOTHING ELSE.
- FOR APPLICATION INTAKE TO BE QUICKER. P/TAKE THE PROCESS FASTER, THEY MAKE YOU WAIT TO LONG.P/NOTHING ELSE
- THAT THEY WOULD MAIL OUT THE PERMIT QUICKER. P/ NOTHING ELSE
- I WOULD SAY NOT TO HAVE TO SPEND SO MUCH TIME THERE IN PERSON.P/NOTHING ELSE.
- THE PROCESS NEEDS TO BE MORE EFFICIENT
- ARBORIST DEPARTMENT TAKES TOO LONG TO GIVE PERMITS. THEY NEED TO MODEL THEIR DEPARTMENT LIKE THAT OF THE CITY OF DEKALB.
- GET THE ACTUAL PERMIT BACK TO US IN A MORE TIMELY MANNER. WERE FINISHED WITH THE JOB BEFORE WE GET THE PERMIT BACK.
- STEAM LINE THE PROCESS. P/ IF SOMETHING YOU HAVE TO DO, DO IT ALL AT ONCE INSTEAD OF GOING BACK TIME AFTER TIME.P/NOTHING ELSE.
- THE BUILDING PLAN REVIEW DEPARTMENT; I WOULD CHANGE THE REVIEW PROCESS. P/ THE PLANS ARE BOTTLE NECKING. IT'S TAKING ALMOST FOUR WEEKS; TWO WEEKS LONGER THAN IT SHOULD. I THINK THEY SHOULD STIVE TO STAY ON TARGET; LIKE THE OTHER DEPARTMENTS. P/ NOTHING ELSE.
- MAKE IT QUICKER BY STREAMLINING THE PROCESS. P/ NOTHING ELSE.
- THE SHOULD STREAM LINE THE PROCESS. P/ I THINK THE COST OF THE PERMIT IS TO EXPENSIVE
- MINIMIZE THE PAPERWORK ENGINEERING. P/ NOTHING ELSE.
- THE WAITING TIME IS TOO LONG.P/THEY NEED MORE HELPFUL EMPLOYEES AND THE EMPLOYEES NEED TO HAVE MORE AUTHORITY WHEREAS THEY DON'T HAVE TO GO THOUGH SO MANY PEOPLE.P/NOTHING ELSE.
- I WOULD LIKE OVERALL PROCESS STREAMLINED FROM 3 MONTHS TO ABOUT WEEK. P/ NOTHING ELSE.
- TELL YOU PRECISELY WHEN YOUR PLAN WILL BE REVIEWED AND TAKE AWAY THE WAITING PERIOD.
- MAKE THE PROCESS GO FASTER INSTEAD OF SITTING DOWN THERE ALL DAY JUST TO TALK WITH SOMEONE FOR TWO MINUTES.
- STREAM LINE THE PROCESS. P/ WE MADE 5 TRIPS TO GET THIS PERMIT THEY SHOULD DO IT ALL AT ONE TIME INSTEAD OF HAVING TO GO BACK TIME AFTER TIME. P/ NOTHING ELSE.

- THEY ARE EXTREMELY UNEFFICIENT WITH THEIR PROCEDURES TO GET A PERMIT.
- MAKE IT REAL SIMPLE TO GET A LITTLE FENCE APPROVE. I SPENT THREE DAYS IN THE PERMIT OFFICE JUST TO GET A PERMIT FOR A LITTLE FENCE THAT I BUILT FOR MY DAUGHTER ON THE SIDE YARD. P/ I WENT TWICE JUST TO GET A PERMIT AND HAD TO COME BACK BECAUSE IT WAS AFTER 3:30PM AND THE SECOND TYPE IT WAS ONLY ONE LADY THAT STATED SHE COULD HELP HIM I SPENT A TOTAL OF 9 HOURS.P/NOTHING ELSE.
- MAKE THE PROCESS RUN TIMELY, AND A LITTLE MORE EFFICIENT.
- TO SPEED IT UP. P/ THE PERMIT PROCESS.P/NOTHING ELSE.

Have time frame for inspectors to visit job sites/ more times to contact inspectors/ability to leave messages for inspectors/ change scheduling process

- I BELIEVE THEY NEED TO HAVE AUTOMATIVE PHONE SYSTEMS TO WHERE YOU CAN GET TO EACH REQUEST THAT YOU NEED, SO YOU CAN REQUEST THE INSPECTIONS OVER THE PHONE BY GIVING YOUR PERMIT NUMBER.
- NEED TO HAVE A COMPUTERIZED NUMBER SO YOU CAN CALL IN TO SEE IF YOU PASSED INSPECTION AND IF YOU FAILED, WOULD GIVE YOU A LIST OF WHAT NEEDED TO BE DONE.
- TO BETTER STAFF IT P/ BASICALLY WHEN YOU CALL DOWN THERE YOU HAVE TO WAIT TOO LONG TO TALK TO AN INSPECTOR; THEY PUT YOU ON HOLD AND BY THE TIME THEY GET TO YOU THE INSPECTOR THAT I NEED TO TALK TO HAS LEFT. P/NOTHING ELSE
- I WOULD LIKE TO HAVE ACCESS TO THE INSPECTOR IN THE MORNING TIMES P/THEY DON'T ANSWER P/NOTHING TO ADD
- THE FACT THAT THE REQUEST FOR INSPECTIONS FAX MACHINE IS TURNED OFF AT 5 P.M. AND YOU SHOULD BE ABLE TO FAX INFORMATION TO THEM 24 HOURS A DAY. P/ NOTHING ELSE.
- I WOULD IMPROVE INSPECTIONS AND MAKE THEM FASTER P/ NOTHING ELSE
- TO BE TO GET THE RESULTS OF MY INSPECTIONS QUICKER OR EASIER SOME HOW.
- I BELIEVE THE INSPECTORS NEED TO INSPECT THE SAME ACROSS THE BOARD.
- MORE CONTACT WITH THE INSPECTORS, THEY ARE ALWAYS OUT OF THE OFFICE AND YOU CAN NEVER SPEAK WITH THEM, MORE ONE ON ONE. TOO MUCH AUTOMATION, NO PERSONAL CONTACT
- BEING ABLE TO SCHEDULE INSPECTION WITHIN TWO HOURS INSTEAD OF HAVING TO WAIT ON INSPECTORS ALLDAY.
- MAKE THE INSPECTORS MORE ACCESSIBLE IF YOU COULD GET YOUR RESULTS ON WHETHER YOU PASSED OR FAILED ONLINE IT WOULD MAKE IT MUCH EASIER ON THE CONTRACTOR AND THEN

WE WON'T HAVE TO BE EXPECTANT ON THE INSPECTOR SHOWING UP ON SITE TO GET THIS INFORMATION.

- THE INSPECTION PROCESS
- THE INSPECTORS COMING OUT TO THE JOB P/ HAVE SOME TYPE OF TIME FRAME WITH INSPECTORS SO THEY WON'T HAVE TO TAKE SO LONG GETTING THERE; BECAUSE IT FORCES US TO HAVE TO PAY MORE FOR OUR SUPERVISORS TO SIT THERE AND WAIT ALL DAY FOR THEM TO COME ON THE SITE. P/ NOTHING ELSE
- BEING ABLE TO CONTACT THE INSPECTOR AND WHEN THEY'RE GONNA OCCUR P/ NOTHING ELSE
- THEY NEED TO IMPROVE THE COMMUNICATION WITH APPLICANTS AND THE INSPECTORS. P/ NOTHING ELSE.
- GETTING THE INFORMATION BACK FROM INSPECTORS ON WHETHER WE PASSED OR NOT.P/ NOTHING ELSE.
- CHANGE THE SCHEDULING PROCESS FOR THE INSPECTIONS. P/NOTHING ELSE
- BEING ABLE TO CONTACT INSPECTORS ANYTIME OF THE DAY. MOST INSPECTORS HAVE CELLPHONES, BUT THE CITY INSPECTORS ARE ONLY AVAILABLE ABOUT 30 MINUTES IN THE EVENING.
- TO BE ABLE TO TALK TO THE INSPECTOR AT ANY TIME OF THE DAY. P/ THEY NEED TO IMPROVE THE FAX MACHINE, I WAS UNABLE TO SEND OR RECEIVE ANY FAXES FOR A FEW DAYS.
- THEY NEED TO GET THE PEOPLE FROM THE PLAN REVIEW DEPARTMENT TO HAVE A TIME FRAME WHEN THEY COME OUT TO THE BUILDING SITE. P/ NOTHING ELSE.
- BEING ABLE TO LEAVE MESSAGES WITH INSPECTORS. NEED TO BE ABLE TO SPEAK WITH INSPECTORS ALL TIMES OF THE DAY NOT JUST BETWEEN 7:30AM AND 8:30AM WHEN THEY OPEN UP.
- NARROW DOWN THE INSPECTION TIME.
- GIVE MORE INFORMATION ON TIME ABOUT WHAT NEEDS TO BE INSPECTED.
- THE ONLY THING I THINK COULD BE IMPROVED IS THAT WHEN WE PUT IN A PERMIT FOR A CERTAIN DAY ,IF THEY AREN'T ABLE TO GET THAT PERMIT DONE ON THAT DAY THEY SHOULD AT LEAST NOTIFY US .P/I TELL MY CLIENTS THEY HAVE TO BE HOME ON A CERTAIN DAY AT A CERTAIN TIME,AND THEY TAKE THAT DAY OFF AND THEN THE INSPECTORS DON'T SHOW UP,THEY HAVE TAKEN THAT DAY OFF FOR NOTHING, IT LOOKS LIKE WE AREN'T DOING OUR JOB.P/NOTHING ELSE.
- INSPECTION TIME. BEING ABLE TO GIVE ME AN INSPECTION TIME. SOME INSPECTORS JUST GIVE DAYS AND NOT THE TIME. P/ NOTHING ELSE.
- I WOULD HAVE A BETTER PROCESS WHEN IT COMES TO GETTING THE PERMITS AND DOING THE INSPECTIONS. P/ NOTHING ELSE

- FASTER INSPECTION AND MORE COMMUNICATION WITH THE WORKERS DOWN THERE. P/ NOTHING ELSE.
- TIMELINESS ON GETTING AN INSPECTION FROM THE HVAC DEPT AFTER THE REQUEST AND THE TIME IT TAKES FOR THEM TO GET TO THE PROPERTY P./ NOTHING ELSE
- TELLING YOU WITHIN AN HOUR WHEN THEY ARE GOING TO DO THE INSPECTION INSTEAD OF GOING ONLINE AND WAITING.
- THE TIME FOR A REQUEST FOR AN INSPECTION SHOULD EXTEND THE TIME FROM 3:00 . P/IT SHOULD AT LEAST BE TO 8:00 PM. P/ THE STAFF ATTITUDES NEEDS TO BE MORE COURTESY. P/ NOTHING ELSE
- THE INSPECTION DEPARTMENT NEEDS TO GIVE APPLICANTS AN(ETA)ESTIMATED TIME OF ARRIVAL. P/ THEY SHOULD AT LEAST BE ABLE TO TELL APPLICANTS WHETHER THE INSPECTOR WILL ARRIVE IN THE A.M OR THE P.M. P/ NOTHING ELSE.
- THE BUILDING INSPECTOR SHOULD GIVE YOU SOMETHING IN WRITING, INSTEAD OF JUST STOP WORKING ON THE BUILDING.P/ NO CLEAR COMMUNICATION BASED ON THE AMOUNT OF MONEY IT WAS COSTING TO DO THE JOB, RELATED TO THE KIND OF WORK THAT WAS BEING DONE. P/ WHEN I NEED SOMETHING DONE LIKE A SEWER INSPECTION I CAN'T GET ANYONE, THE BUILDING INSPECTOR CAME THE DAY THEY START WORKING WHICH IS UNACCEPTABLE. P/ NOTHING ELSE
- IF YOU COULD, YOU COULD SCHEDULE YOUR INSPECTION EMAIL. P/ MORE ELECTRONICAL DEVICES WOULD MAKE IT EASIER TO CONTACT THE INSPECTORS.
- THE INSPECTOR THAT COME OUT NEEDS TO HONOR WHAT THEY SAY AT FIRST. P/ EACH INSPECTOR NEEDS A CHECK AND BALANCE.P/ PAYED FOR THREE PERMIT THAT I DIDN'T UTILIZE IT BECAUSE WE WERE GIVEN THE WRONG PERMIT. P/ HAD TO BUY THE RIGHT PERMIT AND IT SHOULDN'T BE THAT WAY. P/ THE SYSTEM SHOULD HAVE A WAY OF CHECKING THAT THE PERMITS WERE NOT UTILIZE.P/ BAD BUSINESS NOTHING ELSE
- FOR EVERYBODY TO BE CONSISTENT ON THE INSPECTION. P/ NOTHING ELSE
- COMMUNICATION FROM THE INSPECTOR TO THE DIFFERENT TRADE. P/ MORE COURTEOUS. P/ NOTHING ELSE
- I WOULD IMPROVE COMMUNICATION WITH CUSTOMERS P/ BECAUSE THE PEOPLE WHO ARE HELPING YOU WITH SERVICE ARE COURTEOUS BUT THERE IS SOMEWHAT OF A LANGUAGE BARRIER WHEN IT COMES TO EXPLAINING TECHNICAL THINGS P/ NOTHING ELSE
- IT SHOULD BE EASIER TO SCHEDULE AN INSPECTION. P/ NOTHING ELSE.
- MORE ACCESSABILITY WITH THE ON SITE INSPECTORS.
- IT WOULD BE TO BE ABLE TO TALK TO INSPECTORS IN THE EVENINGS.

- REQUEST FOR INSPECTION NEEDS TO BE CHANGED
- CONTACTING THE ACTUAL INSPECTORS.
- BETTER SYSTEM FOR CALLING FOR INSPECTION
- BUILDER SHOULD HAVE A BETTER LINE OF COMMUNICATION WITH THE TENANT P/ NOTHING ELSE
- I WOULD LIKE FOR THE INSPECTORS TO TELL YOU DIRECTLY WHAT THE PROBLEM IS WITH THE BUILDING PROJECT. P/ THE INSPECTORS DO NOT GIVE A REASON WHY A PROJECT FAILED AN INSPECTION, IF A PROJECT HAS FAILED. P/ FOR EXAMPLE, THE LIGHT IN A BUILDING FAILS, BUT THEY DO NOT SAY WHY IT FAILED.
- GIVE THE INSPECTORS CELL PHONES. I SHOULD BE ABLE TO CONTACT THEM, AS LONG AS THEIR IN THE FIELD, TO SEE WHAT TIME THEY GOING TO BE HERE. I SHOULDN'T HAVE TO WAIT ALL DAY. P/NOTHING ELSE.
- THE ON-SITE INSPECTORS NEED ANSWERING MACHINES WHERE YOU CAN LEAVE THEM A MESSAGE.
- TO BE ABLE TO TALK TO THE INSPECTOR WHEN YOU NEED HIM AND NOT GET HIS VOICEMAIL.P/NOTHING ELSE
- CONTRACTORS NEED TO BE ABLE TO GET IN TOUCH WITH SITE INSPECTORS MORE EASILY.
- JUST BEING ABLE TO CONTACT THE INSPECTOR TO HAVE A BETTER REPORT WITH HIM SO THAT I CAN GET THE INFORMATION FROM HIM AS TO HOW THE PROCESS IS GOING. \ NOTHING ELSE
- TALK TO INSPECTORS IN THE MORNING,MOST OF THE TIME I GET A RECORDING BUT I NEED TO SPEAK WITH A LIVE PERSON. IF I DON'T TALK TO AN INSPECTOR THAT MORNING THE DAY IS LOST ON THAT JOB.
- YOU NEED TO BE ABLE TO TALK TO THE INSPECTOR VERSES THE AUTOMATED PROCESS P/ NOTHING ELSE
- MAKE IT SO THAT YOU CAN USE A PHONE FOR INSPECTIONS INSTEAD OF FAXING IT IN. P/NOTHING ELSE
- TO LET ME KNOW OF THE FEEDBACK WHEN INSPECTIONS ARE GOING TO TAKE PLACE.
- THE ABILITY TO GET IN TOUCH WITH THE INSPECTORS TO ASK QUESTION
- ACCESS TO THE INSPECTORS. I NEED TO BE ABLE TO CALL THE INSPECTOR IN THE MORNINGS AND TALK TO THEM ABOUT WHAT NEEDS TO BE DONE.
- NARROW THE INSPECTION TIMES DOWN. P/ YOU CALL IN FOR INSPECTION AND THEY WON'T TELL YOU A SPECIFIC TIME.P/YOU ARE STUCK ON THE JOB WAITING FOR THEM TO COME.P/NOTHING ELSE
- HAVE AN EVENING PERIOD SPEAK TO INSPECTORS NOT ONLY IN THE MORNING

- TO BE ABLE TO SCHEDULE THE DATE OF WHEN THE INSPECTORS ARE GOING OUT TO LET THE CUSTOMER KNOW IF IT'S GOING TO BE MORNING OR AFTERNOON, RIGHT NOW YOU DON'T KNOW WHEN THEIR COMING OUT BECAUSE THEIR BACK LOGGED WITH WORK.P/NOTHING ELSE.

Improve communication with customers/ return calls/ take calls/ answer questions/ provide information or checklist for permit requirements

- BETTER COORDINATION FOR DISCRIMINATION OF INFORMATION//P THE FRUSTATIO LEVEL SEEMS TO RUN HIGH WHEN TRYING TO OBTAIN BUILDING PERMITS IN THE CITY OF ATLANTA
- I WOULD HAVE TO SAY SOMETHING BETWEEN THE CUSTOMER RECEPTION AND PLAN REVIEWER.P/NOTHING ELSE
- IT WOULD BE TO SPEND MORE TIME WITH THE PLAN REVIEW.
- I HAD A DIFFICULT TIME GETTING STARTED. MORE ORGANIZE AND DETAIL STATIONS.
- THEY NEED TO COORDINATE AND PROVIDE A STEP BY STEP PROCEDURE TO APPLY FOR A PERMIT - P/NOTHING ELSE
- I WOULD SAY RESTORE THE ABILITY FOR ME TO TALK TO THE PLAN REVIEWER ABOUT MY PLAN DURING THE SMALL PLAN REVIEW PROCESS P/ SITE DEVELOPMENT REQUIREMENT NEED TO INCLUDE PHOTOGRAPHS.
- TO BE MORE ACCESSIBLE VIA PHONE//P NOTHING TO ADD
- THEY NEED TO HAVE CELL PHONES FOR BETTER COMMUNICATION.
- THEY NEED TO BE MORE CUSTOMER ORIENTED./P THEY NEED TO TELL YOU OKAY YOU ARE DONE HERE GO ON TO THE NEXT./P THERE IS NO PARTICULAR ORDER FOR YOU TO GO BY./P THEY SHOULD HIRE MORE STAFF.
- EXCESSIBILITY P/ BEING ABLE TO TALK TO SOMEONE WHEN YOU CALL P/NOTHING ELSE
- PUBLIC EDUCATION - ON WHEN TO DO IT AND WHERE TO DO IT
- I WOULD MAKE A FLOW CHART THAT WOULD OUTLINE STEP BY STEP OF THE PROCESS TO GET A PERMIT, BECAUSE YOU'RE STANDING THERE AND YOU HAVE TO ASK WHERE TO GO NEXT, IT IS NOT CLEAR WHILE YOU'RE STANDING THERE IN THEIR OFFICE.
- I WOULD APPRECIATE A FLOW CHART AS TO WHO YOU SHOULD SEE ABOUT A PARTICULAR PROJECT AND IN WHAT ORDER.P/NOTHING ELSE.
- COMMUNICATIONS (PROBED) I WOULD SAY IT TAKES TOO LONG FOR THEM TO GET BACK WITH YOU IF YOU'VE LEFT SOMETHING OFF TO COMPLETE THE PROCESS.
- IMPROVED COMMUNICATION P/ NOTHING ELSE
- P/SHOW HIM EXACTLY WHAT TO DO P/ SHOW REQUIREMENTS

- THEY NEED TO COMMUNICATE THEIR REQUIREMENTS TO THE APPLICANTS A LITTLE BETTER;THEY WON'T SEND REVIEW COMMENTS TO YOU EITHER IN THE MAIL OR ONLINE OR OVER THE PHONE, YOU HAVE TO GO DOWN AND STAND IN A LINE AND IT TAKES A LOT OF TIME.
- THEY SHOULD GIVE YOU ACCURATE INFORMATION ON WHAT TO DO FOR THE PROCESS. BECAUSE WHEN YOU GET DOWN THERE IT'S SOMETHING DIFFERENT.
- TO MAKE SURE THAT PERSONNEL HAS THE CORRECT UNDERSTANDING OF WHERE YOU NEED TO GO TO; AND GIVE YOU THE RIGHT DIRECTIONS WHERE TO GO AND STOP GIVING YOU THE RUN AROUND P/ NOTHING ELSE
- MAKE CLEAR REQUIREMENTS UP FRONT SO YOU KNOW WHAT YOU NEED//P NOTHING ELSE
- MAKE EMPLOYEES ACCESSIBLE AND ANSWERING PHONE CALLS.P/NOTHING ELSE
- REVIEW WITH YOU WHAT YOU ARE GOING TO DO P/THEY NEED TO HAVE A STEP BY STEP PROCESS P/WHAT YOU NEED TO DO P/WHAT PERMIT YOU NEED P/WHO YOU NEED TO TALK TO P/LIKE A CHECKLIST P/NOTHING ELSE
- CALL CENTER P/AT LEAST HAVE ONE PERSON DEDICATED TO ANSWERING QUESTIONS P/NOTHING ELSE
- I WOULD HAVE A BETTER OUTLINE OF WHAT YOU NEEDED TO HAVE. P/ ALL THE INFORMATION NEEDS TO BE IN ONE PLACE. P/ NO ONE SEEMS TO KNOW EVERYTHING THAT NEEDS TO HAPPEN TO GET YOUR FINAL PERMIT P/NOTHING ELSE
- COMMUNICATION
- A CHECK LIST A BETTER UNDERSTANDING WHERE YOUR PROJECT IS.
- BETTER COMMUNICATION WITH THE BUILDING PERMITTER. P/ YOU HAVE TO CALL MORE THAN YOU SHOULD TO CHECK ON YOUR BUILDING PERMIT. P// THE INSPECTORS NEED TO BE COURTEOUS TO THE OPERATOR AS WELL AS THE INSPECTOR ON SITE.
- I WOULD HAVE SOMEONE TO TALK TO OVER THE PHONE AS OPPOSED TO COMPUTER GENERATED. P/NOTHING ELSE
- EXPLAIN THEMSELVES MUCH MORE CLEARLY AND TELL PEOPLE IN MORE CLARITY WHAT IS REQUIRED.
- COMMUNICATION.P/THEY WERE VERIFY THE PERMIT AND THEN WHEN YOU CALL THERE IS NO RESPONSE.P/NOTHING ELSE
- PROVIDE A CHECK LIST OF ALL REQUIREMENT OF ALL THE DEPARTMENTS.P/ THEM PUT THE STATUS OF YOUR PERMIT REVIEW ON THE INTERNET
- THEY ARE VERY BUSY. P/ IT IS HARD FOR THEM TO FIND TIME TO COMMUNICATE WITH THE INDIVIDUAL.

- TO HAVE A LISTING OF EVERY PERMIT THAT IS NEEDED.P/NOTHING ELSE
- WHOEVER IS RESPONSIBLE FOR DOING THE PERMITS NEEDS TO BE THERE TO DO THEIR JOB. P/NOTHING ELSE
- I WAS NOT GIVEN CLARITY ABOUT THE STOP WORK ORDER AND NO REASON AS TO STOP RENOVATION ON MY HOUSE IT WAS AN INCONSISTENT ORDER MAYBE IF THEY WERE WORKING WITH AND SHARING THE SAME INFORMATION WITH THE CUSTOMER AND STOP BEING INCONSISTENT THINGS WILL RUN A BIT SMOOTHER.
- BETTER COMMUNICATION AND CONSISTENCY P/NOTHING ELSE
- THEY CHANGED THE RULES AND DIDN'T TELL ANYONE, AND THE EMPLOYEES DON'T EVEN KNOW ABOUT THE NEW RULES P/NOTHING ELSE
- THEY SHOULD REPORT ALL OF THE CHANGES THAT OCCUR.IF SOMETHING CHANGES THEY SHOULD POST THEM,IF YOU DON'T HAVE ALL THE INFORMATION THAT YOU NEED THEN YOU HAVE TO LEAVE AND THEN WAIT IN LINE FOR ANOTHER 3 HOURS.P/NOTHING ELSE.
- HAVE FEWER PEOPLE TO SPEAK TO.P/NOTHING ELSE
- I GUESS JUST WHEN YOU DO HAVE TO CALL IN. THAT WOULD GET A LITTLE BETTER. YOU WON'T HAVE TO HOLD ON SO LONG P./NOTHING ELSE
- ONE SOURCE OF CONTACT P/ NOTHING ELSE
- BE ABLE TO CONTACT THEM OVER THE PHONE AND GET THE PERMIT IN A TIMELY MANNER.
- THEY NEED TO PROVIDE TIME FRAMES AND PACIFIC DATES FOR THE CUSTOMER. P/ NOTHING ELSE
- THEY NEED TO LET YOU KNOW WHAT THE PROCESS IS TO GET A BUILDING PERMIT,HOW LONG IT'S GOING TO TAKE,NOT MISPLACE PLANS,CLEARLY DEFINE THE REQUIREMENTS THEY WANT PROCESSED SHOULD BE COMPLETE IN 5 WORKING DAYS.P/NOTHING ELSE
- TIMELY CALL-BACKS
- TO INCORPORATE A STEP BY STEP PROCESS LIKE INCORPORATE A PAMPHLET OR BOOK OR SOMETHING THAT WILL GUIDE YOU STEP BY STEP TO THE DIFFERENT DEPARTMENT. P/ NOTHING ELSE
- MORE ACCESS TO PLAN REVIEWERS
- I WOULD LIKE MORE AVAILABLE HELP TO PROCESS THE BUILDING PERMITS. P/ THE CURRENT PROCESS WASTES TIME.
- HAVE PEOPLE TO BE MORE ACCOUNTABLE FOR THE THINGS TO BE DONE, IF YOU HAD A PROBLEM HAVE PEOPLE TO ASK QUESTIONS TO.
- CONFORMATION,WE FAX OUR PERMITS OVER AND WE NEED TO KNOW THAT THEY RECEIVED THEM P./ NOTHING ELSE

- COMMUNICATIONS NEED TO BE IMPROVED BETWEEN THE CONTRACTORS AND CLERKS.
- 24 HOUR CALL IN CENTER. P/ CELL PHONE ACCESS TO INSPECTOR. P/ NOTHING ELSE
- ITS REALLY HARD TO GET SOMEONE ON THE PHONE, SO I WOULD SAY GETTING THROUGH ON THE PHONE.
- BETTER EXPECTATIONS DURING CLIENT REQUEST FOR PERMITS
- THE PERMITTING PROCESS NEED LONGER HOURS. THEIR HOURS ARE VERY FRUSTRATING.P/ NOTHING ELSE.
- GETTING IN TOUCH WITH THEM
- TO BE ABLE TO GET THROUGH TO SOMEONE WHEN YOU CALL YOU ARE PUT ON HOLD FOREVER P./ NOTHING ELSE
- MORE EASIER TO CONTACT.P/YOU HAVE TO COORDINATE WITH EVERY DEPARTMENT.P/ WHEN I CALL IT SHOULDN'T HAVE TO BE CARRIED ON TO THE NEXT DEPARTMENT.
- THEY NEED TO MAKE MORE THAN ONE PHONE CALL WHEN THE PERMIT IS READY.P/NOTHING ELSE.
- TAKE THE FAX MACHINE OUT THE EQUATION. P/ NOTHING ELSE
- I WISH THEY WOULD GO BACK TO THE OLD WAY INSTEAD OF HAVING TO FAX OR GO ON LINE BY 5 PM P/NO
- FAX AND GET PERMIT
- MAYBE BE A LITTLE MORE SPECIFIC ON WHICH PARTICULAR ITEMS ARE INCLUDED ON WHICH PERMITS
- POST THE STATUS OF THE PERMITTING PROCESS AND POST ALL DOCUMENTATIONS AND REQUIREMENTS.
- MAYBE A LITTLE BIT CLEARER PICTURE OF AMENDMENTS TO THE INTERNATIONAL CODE. P/ NO
- CLARIFY PLUMBING AND ELECTRICAL INSPECTION REQUIREMENTS. P/ NOTHING ELSE.
- THEY SHOULD BE MORE COMMUNICATIVE WITH PEOPLE P/NOTHING ELSE
- EXPLAIN THE STEPS UPFRONT BETTER FOR FIRST TIME CUSTOMERS. P/ NE
- MORE INFORMATION P/PEOPLE THAT DON'T KNOW HOW TO PULL A PERMIT IT IS DIFFICULT BECAUSE YOU DON'T KNOW HOW.
- MORE INFORMATION. P/ HOW TO PROCESS WORK
- WOULD LIKE FOR THE OFFICE TO BE OPEN LONGER. P/ WOULD LIKE TO SEE MORE STAFF
- WE CAN CALL IN AND PUT IN OUR PERMIT NUMBER AND FIND OUT IF PASSED OR FAILED.P/ THAT WOULD MAKE IT ALOT EASIER.P/ NOTHING ELSE
- BETTER COMMUNICATION P/ NO THAT'S ALL
- MORE INFORMATION LITERALY AVAILBLE FOR QUESTIONS TO BE ASKED P/NOTHING ELSE

- CLEARER INSTRUCTIONS ON INDIVIDUAL HOME OWNERS. P/ EASIER IF U HAD HELP AND RESOURCES FOR AN ARCHITECT
- I WOULD LIKE BETTER COMMUNICATION P/ NOTHING ELSE
- SOMEONE TO TALK TO THAT'S KNOWLEDGEABLE IN THE OPERATION
- RATHER DEAL WITH REAL PEOPLE
- HAVE ONE CONTACT PERSON, INSTEAD OF SIX DIFFERENT PEOPLE AND SOMEONE TO EXPLAIN WHAT IS MISSING. ONE PERSON TO TRACK ALL THE WAY THROUGH OR ONE TO PREVIEW AND LET US KNOW WHAT IS MISSING. WE HAVE TO KEEP CALLING AND HASSLE THEM UNTIL WE GET SOME ANSWERS. TOO MANY TRIPS TO THE OFFICES.-P/NOTHING ELSE
- I WOULD HAVE THEM TO RETURN PHONE CALLS AND EMAILS WHEN WE REQUEST INFORMATION, WITH IN THE NEXT DAY OR TWO IS REASONABLE. THERE IS ONE PERSON IN CUSTOMER SERVICES WHO IS TRYING TO INFORM THE CONTRACTORS ON WHAT THEY NEED TO DO AND THE NEXT STEPS AND SHE IS TRYING TO MAKE THIS A LOT EASIER AND MORE KNOWLEDGEABLE FOR THE PEOPLE WHO ARE JUST STARTING AND HER NAME IS BRENDA SHAW.-P/NOTHING ELSE
- MAKE IT EASIER TO GET A HOLD OF THE DEPARTMENT. SOMETIMES THE ANSWERING MACHINE IS FULL, SOMETIMES YOU LEAVE A MESSAGE FOR 2 WEEKS AND YOU NEVER HEAR BACK FROM THEM.
- TO HAVE A WALK THROUGH
- ACCESSIBLITY TO FIND OUT THE STATUS OF YOUR PLAN.
- COMMUNICATE MORE
- TO HAVE SOME TYPE OF WRITTEN PROCEDURE FROM 1 DEPARTMENT TO ANOTHER
- EASIER TO SPEAK TO PEOPLE.
- RETURN PHONE CALLS
- BETTER EXPLANTATION OF THE PROCESS OF GETTING A PERMIT, WHEN YOU FIRST COME DOWN THERE. P/ NOTHING ELSE
- THE ACTUAL PERSON WOULD BE BETTER TO COMMUNICATE WITH; INSTEAD OF A MACHINE. P/ NOTHING ELSE.
- THEY NEED TO GET OUT SIMPLE INFORMATION ABOUT THE PERMITTING PROCESS. P/ NEEDS TO IMPROVE THAT DEPARTNMENT. P/ NOTHING ELSE
- I FEEL THEY NEED TO HAVE WRITTEN OUT THE PROCESS FOR EACH PERMIT, AND EXPLAIN BETTER COMMUNICATIONS AND CONCERNS FOR THE CUSTOMERS, BECAUSE WE ARE THE CUSTOMERS, THAT IS HOW I FEEL. P/NOTHING ELSE.
- INSTEAD OF FAXING YOUR INFORMATION YOU SHOULD BE ABLE TO CALL THEM.P/NOTHING ELSE
- THE PERMITTING OFFICE IS OPEN TO THE PUBLIC ON TUESDAY EVENINGS AND THE WOMEN THAT WORKED THERE ARE NOT PROVIDED PARKING OR ESCORTED TO THEIR CARS. IT IS A VERY

UNSAFE SITUATION FOR THE WOMEN THAT WORK AT THE PERMITTING OFFICE AND THAT IS TOTALLY UNACCEPTABLE THAT ANY CITY EMPLOYEE SHOULD BE OBJECTED TO THAT TYPE OF DANGER.

- I WOULD HAVE ONE TO ANSWER GENERAL QUESTIONS
- SERVICE KNOWLEDGE
- TO PROVIDE MORE INFORMATION TO THE HOMEOWNER.P/ BETTER COMMUNICATION. P/ NOTHING ELSE
- BETTER COMMUNICATION WITH THE PEOPLE THAT ARE TRYING TO GET PERMITS P/ IF I HAD REQUESTED A PERMIT 6 MONTHS AGO AND I WANT ONE AGAIN. IT WOULD BE NICE TO HAVE THE INFORMATION SO IT WOULD BE QUICKER AND THEM LETTING YOU DO SOME PERMITS ONLINE IS VERY HELPFUL BUT THE PLAN REVIEW COULD STILL USE SOME IMPROVEMENTS WITH COMMUNICATION.
- A HUMAN VOICE. I DON'T LIKE AUTOMATION. P/ NO
- COMMUNICATION. BEING ABLE TO TALK TO SOMEBODY THERE, TO BE INFORMED ABOUT THE STATUS OF MY APPLICATION AND THE SCHEDULING FOR INSPECTION.
- COMMUNICATION. P/JUST I'VE HAD PROBLEMS WITH ON-LINE PERMITTING. P/ I CAN'T GET ANY HELP WITH THE PROCESS WITH THE HEAD INSPECTOR. P/ NOTHING ELSE
- EMPLOYEES SHOULD BE ABLE TO ANSWER QUESTIONS WITH FACTUAL ANSWERS AND NOT GET DIFFERENT ANSWERS FROM DIFFERENT EMPLOYEES
- GETTING IN CONTACT WITH THE CORRECT PERSON TO GET THE RIGHT ANSWERS.
- SOME TYPE OF PAMPHLET ON WHAT TO EXPECT WITH THE PROCESS.
- BETTER INSTRUCTIONS ON THE WHOLE PROCESS.
- A BETTER WAY TO GET IN AND CONTACT WHO YOU NEED TO SPEAK TO.

Improve communication and coordination between departments

- THE DEPARTMENTS NEED TO WORK MORE TOGETHER;THEY NEED MORE PLAN REVIEWERS;NEED TO STOP MAKING DAILY CHANGES,WITHOUT ALERTING THE PUBLIC;THEY NEED TO QUIT OVER WORKING THEIR EMPLOYEES,BECAUSE THE EMPLOYEE MORAL IS EXTREMELY LOW.P/NOTHING
- IF I HAD A SMALL JOB YOU WOULD WANT TO WALK THROUGH WITH ALL DEPARTMENTS. THAT WOULD BE CONVENIENT FOR CUSTOMERS LIKE ME
- HAVE EVERYONE ON THE SAME PAGE. P/BECAUSE ITS TOO LONG TO GET A PERMIT. P/ NOTHING ELSE

- CO-ORDINATE ALL THE STAFF ON ONE ACCORD AND LET THEM ARTICULATE THE SAME INFORMATION TO THE CONSUMER.
P/NOTHING ELSE
- I WOULD THINK THEY NEED A LITTLE MORE ORGANIZATION.
P/NOTHING ELSE
- I WOULD JUST SAY BETTER ORGANIZATION. P/NOTHING ELSE
- NO COOPERATION BETWEEN THE DEPTS IN REGARDS TO UNIFICATION.
- THEY NEED COMMUNICATIONS AND UNIFORMITY.P/NOTHING ELSE
- CREATE AN OMBUDSMAN TO BETTER COORDINATE THE DEPARTMENTS AND THE EFFICIENCY OF BUREAUCRACY-- THE PEOPLE IN THE OFFICE NEED TO BE PRO- ACTIVE. (PROBED N/E)
- THE COORDINATION IN THE ACTUAL OFFICE, IT'S VERY CONFUSING WHEN YOU HAVE TO GO THERE P/ THEY NEED TO HAVE A DIRECT CONTACT PERSON INSTEAD BEING PUSHED FROM ONE PERSON TO ANOTHER.
- THEY NEED TO GET MORE ORGANIZED.P/THEY NEVER RETURN CALLS.
- EVERY DEPT IS ON THE SAME FLOOR TALKING TO EACH OTHER, AND NOT USING INNER OFFICE MAIL WHERE THINGS OFTEN GET LOST.
- I THINK THAT ALL THE DEPARTMENTS THERE NEEDS TO KNOW WHAT THE OTHER DEPARTMENT ARE DOING. THE DEPARTMENTS NEED TO WORK MORE CLOSELY TOGETHER. THERE WERE TOO MANY DIFFERENT DEPARTMENTS TO GET YOUR PLANS DONE. THEY HAVE MADE IT VERY DIFFICULT TO GET A PERMIT. THERE WAS TOO MUCH BACK AND FORTH AND BACK AND FORTH. YOU HAVE TO HIRE SOMEBODY TO GET A PERMIT.
- I DON'T KNOW WHAT I WOULD DO P/ THEY NEED TO COMMUNICATE WITH EACH OTHER A LITTLE MORE P/ THEY ALSO NEED TO BE MORE SPECIFIC ON WHAT THEY WANT FIXED P/ THEY ARE NOT CLEAR ON WHAT THEY WANT P/ NOTHING ELSE
- COHESION WITHING ALL THE GROUPS AND IT WOULD BE NICE IF THEY ALL ACCEPTED THE SAME FORM OF PAYMENT. I HAD TO DRIVE DOWN THERE FIVE TIMES. P/NOTHING ELSE
- PROBABLY BETTER COOPERATION BETWEEN THE ZONING AND THE BUREAU OF PLANNING. WE HAD TO GO THROUGH A CERTAIN STEP BECAUSE THE ZONING DEPT WANT RECOGNIZE A MEMO THAT THE BUREAU OF PLANNING SENT OUT LAST YEAR,TO ELIMINATE A STEP THAT IS NOT EVEN REQUIRED. P/ ALL THE DEPARTMENTS SHOULD BE IN ONE BUILDING. COMPARED TO WHEN I FIRST STARTING THINGS ARE MOVING QUITE SMOOTHING. BUT THEY SHOULD HIRE SOME MORE PEOPLE.P/NOTHING ELSE
- INTERNAL COORDINATION

- I WOULD IMPROVE THE AREA ARBORIST P/ LACK OF COMMUNICATION BETWEEN THE DEPARTMENT COULD BE IMPROVED. NEW POLICIES SUCH ARCHITECT CERTIFICATION OF PLANS.
- BETTER COMMUNICATION BETWEEN THE DIVISIONS. P/ TO BE ABLE TO PAY ALL PAYMENTS TO THE CITY AT THE END OF THE PERMITTING PROCESS. P// THE DIVISIONS NEED TO READ PLANS BETTER AND THE NOTES THE ARCHITECT HAS ON THE PLANS.
- I JUST DON'T THINK THE DEPARTMENTS WORK WELL TOGETHER THEY DON'T HAVE ENOUGH COMMUNICATION AND THEY NEED TO MAKE IT A QUICKER AND EASIER PROCESS. P/NOTHING ELSE
- THE INNER WORKINGS BETWEEN THE DEPARTMENTS OF THE PERMITTING PROCESS. P/ NOTHING ELSE.
- EVERYONE NEEDS TO WORK TOGETHER LIKE AS A TEAM INSTEAD OF HAVING LITTLE CLICS AND THEY DON'T UNDERSTAND THE CODE REQUIREMENTS. THEY NEED MORE HELP, MORE STAFF MEMBERS.
- THEY NEED TO COMMUNICATE WITHIN THE DIFFERENT DEPARTMENTS BETTER. P/ ALSO, TO BE ABLE TO NOT HAVE TO GO THROUGH SO MANY COMMITTEES. P// NOTHING ELSE.
- THAT EVERYBODY TELLS YOU THE SAME THING,INSTEAD OF FOUR DIFFERENT PEOPLE TELLING YOU DIFFERENT THINGS. P/ NOTHING ELSE.
- TO HAVE SOMEONE IN EVERY DEPARTMENT TO WORK WITH YOU DIRECTLY.
- STREAMLINE THE PROCESS BETWEEN ALL THE DEPARTMENTS.INCREASE THE COMMUNICATION TO THE COMPANY WANTING THE PERMIT AND ALL THE DEPARTMENTS INTERNALLY BETWEEN ALL THE DEPARTMENTS WITHIN THE CITY OF ATLANTA.P/ N/E
- PROVIDE BETTER COMMUNICAION BETWEEN PROJECT MANAGER AND THE INSPECTORS.WITH REGARD TO SCHEDULING INSPECTIONS.P/NOT ALL DEPARTMENTS PERFORM THE SAME.P/NOTHING ELSE
- THE URBAN DESIGN COMMISSION COMPANY WAS CLOSED ONE NIGHT AND ALL THE OTHER DEPARTMENTS WERE OPEN,SO I COULDN' T GET MY PERMIT SIGNED.P/NOTHING ELSE.
- EVERYONE NEEDS TO BE ON SAME PAGE. P/ NOTHING ELSE
- AFTER YOU DROP YOUR APPLICATION OFF; THEY NEED TO HAVE ALL THE DEPARTMENTS REVIEW YOUR PLANS. THEY NEED TO LOOK AT IT ; MARK IT UP THEN YOU CAN COME DOWN AND MAKE NESSECARY STEPS YOU NEED TO TAKE FOR EACH DEPARTMENT;INSTEAD OF GOING THROUGH ALL THE DEPARTMENTS. IT TAKES TOO LONGS. P/ NOTHING ELSE.
- EVERYONE NEEDS TO KNOW THE SAME THING AND ALSO BE FAMILIAR WITH THE FORM OF PROCESS FOR THE PERMITS.

- FOR THEM TO WORK TOGETHER AND RESPECT THE PEOPLE WHO COME IN THERE FOR PERMIT P/NOTHING ELSE
- THAT THE CITY AND COUNTY WOULD BE ON THE SAME WAVELENGTH.
- SITE DEVELOPMENT, THEY DON'T GET ALONG WITH OTHER DEPARTMENT. P/THEY HAVE TO SIGN OFF BEFORE YOU CAN GET YOUR PERMIT, IT IS VERY CRUCIAL THAT THEY NEED TO DO SOMETHING WITH THIS DEPARTMENT. P/ CUSTOMER SERVICE IS REALLY BAD. P/ NOTHING ELSE
- NEEDS TO BE A PROCEDURE FOLLOWED BY ALL DEPARTMENTS ,PERMITS HAVE TO BE DONE IN AN ORDERLY MANNER, COMMENT SHOULD BE ISSUED IN WRITING AND GIVEN TO THE APPLICANT P/ EMPLOYEE SHOULD NEVER BE ALLOWED TO SPEAK DISRESPECTFULLY TO THE CUSTOMERS. EMPLOYEES SHOULD NOT PLAY FAVORITES. EMPLOYEES SHOULD BE ON TIME, TAKE A LUNCH AT THE SAME TIME SO CUSTOMERS PLAN ON THE DAY.
- ROTATE PERSONEL BETWEEN DEPARTMENT BECAUSE OF FAVORITISM AND COMPLAINTS. P/ NOTHING ELSE
- NOT HAVING TO BACK AND FORTH TO THE DIFFERENT OFFICES SO MUCH. P/ NOTHING ELSE.
- PEOPLE IN DEPARTMENTS ARE BEING TOLD ONLY TO DO ONE PARTICULAR JOB AND DO NOT HELP
- I WOULD HAVE DEPARTMENTS BETTER COMMUNICATE WITH EACH OTHER.P/IF APPLICANT COULD REVIEW PROJECT STATUS ON LINE THAT WOULD BE QUITE HELPFUL.P/THEY NEED TO ADD MORE STAFF.P/NOTHING ELSE.
- BETTER COMMUNICATION BETWEEN THE DEPARTMENTS AND MORE PEOPLE THAT COME IN TO THE DEPARTMENT. P/ NOTHING ELSE
- BETTER COMMUNICATION WITH THE DIFFERENT DEPARTMENTS AND THE CLIENTS APPLYING FOR PERMITS.
- MORE TEAM WORK. WE ALL NEED TO WORK TOGETHER
- THE PLAN REVIEW DEPARTMENT. P/ I THINK THE PLANS SHOULD BE REVIEWED FOR COMMENTS WHILE OTHER DEPARTMENTS ARE LOOKING AT THE PLANS, THEY WAIT UNTIL YOU'RE APPROVED FROM OTHER DEPARTMENTS BEFORE THEY LOOK AT IT. P/ NOTHING ELSE.
- THE DIFFERENT DEPARTMENTS NEED TO WORK TOGETHER BETTER ,TO STREAMLINE THE PERMITTING PROCESS. P/ NOTHING ELSE.
- THE COORDINATING BETWEEN THE PHYSICAL PERMITTING DEPARTMENT AND THE BUREAU OF PLANNING. P/ WHEN I WENT TO THE PERMITTING DEPARTMENT, I WAS TOLD TO GO THE BUREAU OF PLANNING; WHICH WAS SOMEWHAT DIFFICULT, IF YOU DIDN'T KNOW THE PROCESS. THE ON-LINE PROCESS IS VERY GOOD THAT'S

A PLUS. THEY SHOULD KEEP THAT BECAUSE IT'S HARD TO GET PEOPLE ON THE PHONE. P/ NOTHING ELSE.

Reorganize departments/change staff

- TIGHTEN UP THE CREW ON THE PLAN REVIEW TO REALIZE WHAT'S REASONABLE//P THEY ARE TOO MUCH OF A STICKLER ON THE CODES LIKE FOOTER REQUIREMENTS//P THEY NEED TO BE MORE REALISTIC//P WHEN WHAT THEY ARE DOING IS A SIMPLE THING//P NOW IT'S DIFFICULT TO DEAL WITH THE PLANNING GUYS//P WHEN THEY CHANGED IT, IT ADDED ALMOST 4000 DOLLARS//P NOTHING TO ADD
- WORK REALLY HARD WITH THE WATER DEPARTMENT.NO ONE WORKS IN THE WATER DEPARTMENT.P/NOTHING ELSE.
- TO HAVE ONE PERSON THAT KNOWS HOW TO HANDLE HVAC CORRECTLY, AND ONE PERSON FOR ELECTRICAL, AND ONE PERSON FOR PLUMBING.
- I WOULD THINK THAT EVERY DEPARTMENT WOULD HAVE ANSWER TO ONE PERSON, INSTEAD OF DIFFERENT PEOPLE BEING IN CHARGE OF EACH DEPARTMENT.P/NOTHING ELSE
- I WOULD HIRE MORE PEOPLE AND GET RID OF THE PEOPLE WHO ARE NOT COURTEOUS TO THE CITY. P/ WHEN MAYOR BANKS CAME INTO OFFICE, SHE PROMISED TO IMPROVE THE PERMIT PROCESS. IT HAS GOTTEN BETTER, WE NEED MORE PEOPLE TO HANDLE THE PERMIT PROCESS. P/ONLINE PERMITS ARE EXCELLENT. THE CHANGES WERE GOOD, BUT THE IMPLICATIONS OF THOSE PROGRAMS WERE POOR. P/NOTHING ELSE
- I WOULD SEPARATE THE DEPARTMENTS P/ AND NOT HAVE THE COMMERCIAL ALONG WITH THE RESIDENTIAL PERMITS IN THE SAME AREA P/ NOTHING ELSE
- START THE WHOLE THING OVER
- THAT WOULD BE TO GET RID OF THE PLAN REVIEW PROCESS FOR PROJECTS THAT ARE SUBMITTED BY REGISTERED ARCHITECTS P/NOTHING ELSE
- I WOULD FIRE GLORIA RUSSELLS. P/ BECAUSE SHE IS A TERRIBLE INTERFACE. P/ SHE DOESN'T UNDERSTAND THE PROCESS HERSELF. P/ NOTHING ELSE
- HAVE EMPLOYEES WHO UNDERSTAND THEIR JOB AND RULES TO ENFORCE THEM. P/ NOTHING ELSE
- USE THE MONEY THAT IS GENERATED FROM THE IMPACT FEES TO HIRE QUALIFIED PERSONNEL AND DISMISS ABOUT 50% OF THE CURRENT EMPLOYEES.
- I WOULD HAVE ONE DEPARTMENT TO SUBMIT BUILDING PLANS INSTEAD OF ALL THE DIFFERENT DEPARMENTS TO MAKE THE PROCESS MORE EFFICIENT. WITH THE DIFFERENT DEPARTMENTS

- CURRENTLY IN PLACE, IT TAKES TOO LONG TO RECEIVE THE PERMIT. P\ NOTHING ELSE
- ONE PERSON TO EACH PROJECT TO SEE IT THRU.P/ NOTHING ELSE
 - ELIMINATE THE ARBORIST DEPARTMENT P/THEIR GUIDELINES ARE TO UNREASONABLE.
 - PUT EVERYTHING IN ONE - PUT ALL THE DEPARTMENT IN ONE PLACE.
 - I WOULD TRY TO GO THROUGH TOO MANY DEPARTMENTS TO GO THROUGH
 - P/ NEED TO STANDARDIZE TO PROCEDURES FOR ALL DEPARTMENTS P/NOTHING ELSE
 - FIRE THE CLERK.PLAN ROUTING IS NOT WORKING. INDIVIDUALS SHOULD BE ALLOWED TO CARRY THEIR PLAN FROM ONE DEPARTMENT TO THE NEXT. ARBORIST AND TRAFFIC SHOULD GET PLANS SIMULTANEOUSLY. THERE ARE ALOT OF PEOPLE IN THE PROCESS THAT HAS NO SENSE OF EMERGENCY. P/ THE PERSON WHO DOES INTAKE HAS COST MANY PROJECT WEEKS OR TWO BECAUSE SHE DOSEN'T KNOW WHAT SHE IS DOING. P/ NOTHING ELSE.
 - IT WOULD BE A BETTER ZONING STAFF
 - I WOULD CONSOLIDATE ALL OF THE DEPARTMENTS UNDER ONE DEPARTMENT AND HAVE IT UNDER ONE PERSON WHO WOULD BE ACCOUNTABLE FOR ALL THE DEPARTMENTS P/ INSTEAD OF HAVING SEPARATE HEADS FOR ZONING ETC. P/ NOTHING ELSE
 - TO HAVE A CENTRALIZED SECTION WHERE THOSE PEOPLE ARE TRACKERS//P THEY NEED A CENTRAL NERVE THAT RUNS THEM ALL//P NOTHING ELSE
 - GET RID OF EMPLOYEES AND REHIRE BETTER EMPLOYEES./SHAPE THINGS UP P/NOTHING ELSE
 - PUT IT ALL IN ONE PLACE P/NOTHING ELSE
 - FIRE ALL THE PEOPLE AND HIRE A NEW GROUP
-
- THAT YOU DON'T HAVE TO SCATTER TO MORE THAN ONE PLACE.
 - I WOULD SEPARATE COMMERCIAL PERMITTING IN ONE OFFICE AND RESIDENTIAL PERMITTING IN ANOTHER OFFICE. P/ NOTHING ELSE.
 - NOT TO HAVE TO VISIT SO MANY DEPARTMENTS. P/NOTHING ELSE
 - GET RID OF ALL OF THEM AND START FROM SCRATCH.
 - I WOULD FIRE EVERYBODY AND START OVER. P/ ZONING IS NO PROBLEMS, PLANNING DEPARTMENT: NOW THAT YOU CAN DIVORCE YOURSELF DEALING WITH THAT DEPARTMENT, DO IT AS QUICK AS POSSIBLE. TO IMPROVE THESIS DEPARTMENT IS TO HAVE A CHECK LIST OF THE ITEMS THAT THE CITY WOULD LIKE TO SEE ON THE HOUSE PLANS THAT ARE SUBMITTED TO OTHER CITIES, IF THAT IS DEFINED THEN THE CITY WOULDN'T BE SO JUDGEMENTAL. THEY ARE NOT MAKING MUCH MONEY WORKING THERE. THE ARBORS ARE IN THE 2ND LAW SUIT BY US AND THE FIRST ONE WAS

WON BY ME AND THEY ARE NOW TRYING TO EXTORT MONEY WHERE THEY CAN USE IT AT THEIR DISCRETION. THE ARBORISTS ARE NOT ARBORISTS BY LEDUCATION. THEY ACT LIKE WAITRESSES AND THEY DON'T KNOW WHAT THEY ARE TALKING ABOUT. WHEN YOU GET A PERMIT IT IS SUPPOSE TO POST IN 5 DAYS AND THEN IT TAKES 3 WEEKS. THEN YOU HAVE TO WAIT ANOTHER 15 DAYS TO EVEN HEAR ANYTHING FROM THEM. WE NEED TO GO IN FRONT OF THE ARBORIST COMMISSION TO GET ANY RELIEF AT ALL. THE WHOLE ARBORIST DEPARTMENT IS A FARCE IN THE CITY OF ATLANTA. YOU NO LONGER CAN TALK TO AN ARBORIST IN PERSON, YOU HAVE TO LEAVE YOUR NAME AND THEY WILL CALL YOU BACK WITHIN ABOUT A MONTH OR SO. THAT IS REDICULOUS. THE PLANNING DEPARTMENT: AS LONG AS YOU PAY SOMEONE OFF THEN YOU CAN GET YOUR PERMIT VERY QUICKLY. BUT IF YOU JUST GO THROUGH THE REGULAR PERMIT PROCESS IT CAN TAKE WAY TO LONG. YOU HAVE TO PAY SOMEONE OFF UNDER THE TABLE TO GET SOMETHING DONE IN A TIMELY MANNER.

- I WOULD FIRE THREE OR FOUR PEOPLE. P/NOTHING ELSE
- RE-STAFF.
- FIRE EVERYBODY
- THEY NEED TO HAVE AN OVERSIGHT COMMITTEE.
- TAKE ALL OF THEM THAT WERE INVOLVED IN THE BUILDING PERMIT BUSINESS AND FIRE THEM.P/YOU CAN GET A BUILDING PERMIT IN ANOTHER COUNTY.P/NOTHING ELSE
- GET SOMEONE WHO UNDERSTANDS THE CODE BETTER THAN THE PEOPLE WHO ARE THERE.
- I WOULD CENTRALIZE IT AND I WOULD BRING THE SITE DEVELOPEMENT DEPARTMENT SOME KIND OF SUPERVISON THEY NEED TO BE MANAGED BECAUSE THEY DON'T KNOW WHAT THEY ARE DOING.
- EACH DEPARTMENT SHOULD BE LOCATED ON SAME FLOOR AND BE INSYNC WITH EACH OTHER.
- I WOULD REORGANIZE IT BECAUSE IT IS ORGANIZED POORLY P/ THEY NEED MORE ORGANIZATION IN THE PLANNING DEPARTMENT BECAUSE THEY LOST MY DRAWINGS P/ NOTHING ELSE
- I WOULD REPLACE THE CLERK AT INTAKE- HE IS THE MOST RUDE PERSON YOUN CAN IMAGINABLE. THE ZONING DEPARTMENT. I WOULD GIVE THEM A RAISE.
- TO CHANGE THE SYSTEM IN THE SITE DEVELOPMENT DEPARTMENT. P/ THEY NEED TO PUT A QUALIFIED INDIVIDUAL IN THE SUBMITTAL DEPARTMENT AS WELL. P// NOTHING ELSE.
- THAT YOU COULD GO TO ONE PLACE TO GET EVERYTHING DONE. P/ NOTHING ELSE.
- THE ONE IMPROVEMENT I WOULD MAKE IS TO HANDLE YOUR BUSINESS THROUGH ONE PERSON. P/ NOTHING ELSE.

- I HAVE TO GO TO SO MANY PEOPLE TO GET SOMETHING DONE. P/ I WOULD LIKE TO GO TO JUST ONE DEPARTMENT TO GET SOMETHING DONE, INSTEAD OF REPORTING TO SO MANY DIFFERENT DEPARTMENTS. P/ NOTHING ELSE
- HAVE THE PROCESS RECONFIGURED SO THAT AN INDIVIDUAL CAN GO THROUGH ALL THE STEPS IN THE PROCESS IN A REASONABLE PERIOD OF TIME.
- I WOULD HAVE ALL THE DEPARTMENTS STREAM LINED. SO, I COULD GO TO THE SAME GENERAL AREA SO YOU HAVE TO GO TO MULTIPLE DEPARTMENTS MULTIPLE TIMES. P/ NOTHING ELSE.
- RUNING A ZOO, NOT CITY , EVERYBODY DOES NOT KNOW WHAT THEY ARE DOING , P/ WORST NIGHTMARE,THEY NEED TO FIRE EVERYONE AND BRING IN NEW STAFF.THEY DON'T DO ANYTHING. THEY ARE SO UNORGANIZE , CORRUPTED, EXPEDITE PLANS, NO ONE CAN GET APPROVE, ITS CHAOS, TIE UP EVERYTHING,THEY ARE RUNING A ZOO, LOSE PLANS,ITS THE WORST THAT CAN HAPPENED TO THE CITY.
- PICKING UP THE PERMIT. I HAD TO GO TO FOUR DIFFERENT LOCATIONS. IF THEY COULD CENTRALIZE OR CONSOLIDATE THE OFFICES THAT YOU HAVE TO GO THROUGH .
- MORE OF A ONE STOP SHOP THAN FROM GOING FROM DEPARTMENT TO DEPARTMENT.P/NOTHING ELSE.
- I HAD TO GO TO FOUR DIFFERENT OFFICES, URBAN DESIGN,THEN I WENT TO THE BUILDING DEPT, THEN THE OFFICE THAT TYPES THE PERMIT AND THEN TO THE CASHIER AND PAY FOR IT ALL. THIS WAS INCONVIENT. THERE SHOULD BE A CASHIER IN THE DEPARTMENT THAT YOU GET THE PERMIT. I WENT ON HOMEOWNERS EVENING, WHICH IS A GREAT IDEA.-P/NOTHING ELSE
- I WOULD REORGANIZE THE DEPARTMENTS; SO THEY COULD WORK TOGETHER. I WOULD TERMINATE THE EMPLOYEES WHO DON'T MEET A QUOTA OF REVIEWED PLANS OR POSTINGS PER DAY OR PER WEEK.
- THE CITY OF ATLANTA'S PERMITTING PROCESS SHOULD JUST START THEIR PROCESS OVER. P/ THEY FOCUS MORE ON PROCESS AND NOT RESULTS.
- GET RID OF THE PLANNERS AND CALL PEOPLE IN THE ORDER THEY ARE RECEIVED. P/ NOTHING ELSE
- THE PERMIT PROCESS.P/GOT TO GO TO MANY TO PLACES TO GET THINGS DONE.P/NOTHING ELSE.
- TOTAL START OVER WITH INPUT FROM CLIENTS. P/ MEANING CITIZENS AND BUILDERS.P/ NOTHING ELSE
- THE PROCESS NEEDS TO BE OVERHAULED COMMUNICATE BETTER SO IT WON'T BE SO FRUSTRATING
- NEED ONE PERSON TO HANDLE THE PERMITTING PROCESS INSTEAD OF GOING THROUGH ALL THE DIFFERENT DEPARTMENTS. P/ NOTHING ELSE

- THEY NEED NEW STAFF. P/THERE IS AN ATTITUDE PROBLEM WITH THE STAFF.P/THERE ARE JUST A FEW WHO ARE FINE .P/NOTHING ELSE.
- MORE EXPERENCED PERSONEL WORKING IN THEIR OFFICES.
- GET RID OF IT. P/ NO
- GET RID OF ALL THOSE PEOPLE DOWN THERE. P/ IT WAS A HORRIBLE PROCESS
- SCRATCH ALL OF IT OUT AND START OVER
- I WOULD TAKE MS. CLAUDIA OUT OF THE OFFICE AND MAKE MOE INSPECTORS ACCOUNTABLE FOR CONSISTENCY ACROSS THE BOARD.
- CHANGE SOMETHING IN SITE DEVELOPMENT.
- FIRE EVERYONE. P/ IT SHOULD BE RAN MORE LIKE A BUSINESS.P/ THEY NEED LESS BUREAUCRACY AND MORE EFFICIENCY .
- FIRE EVERYBODY P/ THE WHOLE PROCESS IS WRONG.SOMEONE NEEDS TO GO DOWN THERE AND WIPE EVERYONE OUT. IT IS AWFUL,HORENDOUS,OVER PRICED AND REDICULOUS. IT COST MY CUSTOMERS THOUSANDS. IT'S TO POLITICAL AND ARCAIC.THE PROCESS IS ALL SCREWED UP!!!!
- FIRE ALL OF THEM AND START OVER AGAIN. P/ NOTHING ELSE
- GET BETTER INSPECTORS. THEY ARE TOO UPTIGHT. P/ EVERYBODY IS NOT DOING WRONG.P/ NOTHING ELSE
- TRAIN THE PLAN CHECKERS AND HAVE THEM BE CONSISTENT P/ SEPERATE PRIVATE HOME BUILDERS AND MULTIPLE HOME BUILDERS.
- I WOULD CREATE SMALL PROJECT TO WALK THROUGH. IT WOULD BE BETTER THAN BEING ROUTED. P/ NOTHING ELSE.
- I WOULD SAY WHOM EVER PULL THE PERMITS NEED TO COMPLETE AND GET THE FINAL INSPECTION ON THE PERMIT. THERE IS NOTHING I THINK TO FORCE THE ELECTRICIAN TO GET THE FINAL COMPLIANCE. I NEED TO GET MY FINAL INSPECTION ON THE PERMIT BECAUSE I STILL HAVEN'T RECEIVED IT. P/ I PAYED THIS GUY SO HE NEED TO DO WHAT I PAYED HIM TO DO. P/NOTHING ELSE
- SEPERATE RESIDENCE FROM COMMERICAL
- MAKE IT SMALLER AND FOCUS ON WHAT IS IMPORTANT.
- I WOULD LIKE THEM TO REVIEW THE MECHANICAL PLANS WHEN THEY REVIEW THE PLANS FOR THE BUILDING PERMIT.P/NOTHING ELSE.
- IT WOULD BE TO WHOLESALE STRUCTURE OF THE MANAGEMENT.P/THESE DECISIONS THAT THESE PEOPLE MAKE ARE CRAZY.P/THEY HAVE THE SAME PERSON APPROVING THE SAME PLANS.P/NOTHING ELSE
- CHANGE HOW THEY ARE DOING THE PLAN REVIEWS.P/ YOU HAVE TO HAVE AN ANOTHER PERSON SIGN OFF.P/OR HAVE TO PAY SOMEONE MONEY TO SIGN OFF ON THEM.P/NOTHING ELSE

- CONSOLIDATE THE DEPARTMENTS,SITE DEVELOPEMENT DEPARTMENT NEEDS IMPROVEMENTS.
- TRY AND UNIFY ALL THE DEPARTMENTS. P/ ALLOW SITE DEVELOPMENT TO ISSUE THEIR OWN PERMIT.P/NOTHING ELSE
- TO SOMEHOW COMBINE THE DEPARTMENTS, LIKE A ONE STOP SHOP
- TO START OVER. P/ THE PERMITTING PROCESS IS AN UNMITIGATED DISASTER AND A TOTAL FAILURE. P// THE WHOLE PROCESS IS GETTING WORSE EVERYDAY. P/// NOTHING ELSE.
- DEPARTMENTS OVERLAPPING
- REPLACE THE ENTIRE STAFF
- THEY NEED TO HAVE CERTAIN DEPARTMENTS WHERE YOU CAN JUST GO IN AND GET WHAT YOU NEED WITHOUT THE LONG WAIT. YOU HAVE TO WAIT ALL DAY TO GET PERMITS TO GET STARTED SO THAT WE WILL NOT BE FINED. SEPARTE DEPARTMENTS FOR EACH CODE INSTEAD OF HAVING TO WAIT IN THE GENERAL LINE WITH EVERYONE ELSE AND THEN BE REROUTED TO THE SEPARTE DEPARTMENT.-P/NOTHING ELSE
- GET RID OF THE PERSONEL. START WITH SOME PEOPLE WITH BETTER ATTITUDES. P/ NOTHING ELSE
- RESTAFFING P/NOTHING ELSE
- ELIMINATE THE PLAN REVIEW DEPARTMENT AND LET THE SITE INSPECTORS DEAL WITH THE PLAN REQUIREMENTS.
- RE-HIRE AN ENTIRELY NEW STAFF. P/ BETTER YET CHANGE THE STAFF ATTITUDE TOWARDS CUSTOMERS.P/NOTHING ELSE.
- FIRE EVERYBODY - HIRE SOME MORE PEOPLE, TRAIN THE EMPLOYEES BETTER.
- FIRE THE STAFF AND START ALL OVER. P/ THE GOVERNMENT WORKERS DON'T THINK THEY CAN GET FIRED. P/ PRIVATIZE THE PROCESS AND THE PROCESS WILL BE BETTER. P/ NOTHING ELSE
- I WOULD FIRE EVERYBODY THERE. IT'S HORRIBLE, IT DON'T MAKE ANY SENSE. P/ THE PROCESS-HOW LONG IT TAKE. THEY LOSE INFORMATION.IT HAS TOOK US UP TO FOUR OR FIVE MONTHS TO GET A BUILDING PERMIT. RECENTLY WE TURNED IN BUILDING PERMITS ON NOVEMBER 8TH AND HAVEN'T GOTTEN IT YET. THIS DOESN'T MAKE ANY SENSE. P/ NOTHING ELSE.
- I THINK; I WOULD HAVE A SEPERATE SECTION FOR PEOPLE FOR RESIDENTIAL AND COMMERICAL; WHEN IT COMES TO GET THESE PERMITS.P/NOTHING ELSE.
- THEY NEED TO CENTRALIZE DEPARTMENTS TO BE MORE EFFICIENT.
- I WOULD DISMISS ABOUT HALF THE PERSONNEL AND HIRE NEW ONES. I WOULD PAY THEM A DECENT SALARY. I DON'T THINK THEY PAY ENOUGH TO HIRE DESENT PERSONNEL. WHEN YOU PAY FOR YOUR PERMIT THE CITY WILL NOT ALLOW YOU TO PAY WITH A CHECK, I THINK THEY SHOULD ALLOW YOU TO PAY WITH A CHECK.P/NOTHING ELSE.P/NOTHING ELSE

- ELIMINATE THE PLAN REVIEW DEPARTMENT. P/ NOTHING ELSE.
- STOP THE DUPLICATION OF DIFFERENT DEPARTMENTS.

Increase staff

- I WOULD GET SOME MORE PEOPLE AT THE FRONT DESK P/ THERE IS JUST ONE PERSON WORKING AT THE FRONT DESK AND THERE ARE ABOUT 20 PEOPLE WAITING TO BE SEEN P/ NOTHING ELSE
- THEY HAVE TO DO SOMETHING ABOUT GETTING MORE HELP P/ THEY NEED TO SPEED UP THE PROCESS.IT'S NOT SO MUCH THAT THE PEOPLE WORKING DOWN THERE ARE INEFFICIENT; IT'S JUST THAT THEY ARE SO UNDERSTAFFED P/ NOTHING ELSE
- THEY NEED MORE KNOWLEDGEABLE PLAN REVIEWERS. P/NOTHING ELSE
- THAT THEY HAVE MORE HELP IN THE OFFICES. P/ NO SPECIFIC DEPARTMENT. P// NOTHING ELSE.
- THEY NEED MORE PEOPLE IN THE ELECTRICAL INSPECTION DEPARTMENT P/ NOTHING ELSE
- THEY NEED TO GET MORE INSPECTORS AND LOWER THE PRICE OF THE PERMITS P/NOTHING ELSE
- HAVE MORE PEOPLE WORKING THE PLANS OF CUSTOMERS P/ HAVE PLANS WORK THROUGH THE DIFFERENT DEPARTMENTS FASTER P/ NOTHING ELSE
- THEY NEED MORE HELP. THEY ARE TOO FAR BEHIND. THEY NEED MAN POWER.
- NEED MORE QUALIFIED STAFF TO PROCESS THE INFORMATION, TOO MUCH BOTTLE NECKING OF KEY PEOPLE
- INCREASE THE STAFF, LONG WAITING. P/NOTHING ELSE
- ADD MORE PLAN REVIEWERS. P/ MORE COURTEOUS WORKERS. P/ NOTHING ELSE.
- I WOULD SAY THAT WE NEED MORE PEOPLE WORKING PLAN REVIEW BECAUSE THEY HAVE A HUGE CASE LOAD. AND THAT WOULD PROBABLY SHORTEN THE TIME. P/GLORIA JOHNSON HAD AN IMPRESSIVE KNOWLEDGE OF EVERYTHING THAT WAS GOING ON, BUT SOME OTHERS DIDN'T.
- HIRE MORE PEOPLE ON THE PHONE AND INSPECTORS
- ADD MORE EMPLOYEES OR ELIMINATE OBSTACLES
- I WOULD SAY HAVE A FEW MORE EMPLOYEES BECAUSE IT WAS CROWDED.
- I THINK I WOULD ADD MORE EMPLOYEES TO ASSIST CUSTOMERS AND ADD ONLINE COMMERCIAL PERMITTING. P/ NOTHING ELSE
- I WOULD IMPROVE AT LEAST THERE BEING ONE PERSON IN EACH DEPARTMENT AT A DESK, THERE IS A SHORTAGE IN THE ARBORIST DEPARTMENT.
- MORE STAFF

- MORE CONTACT PEOPLE P/NOTHING ELSE
- HAVE MORE PLAN REVIEWERS ON STAFF.
- MORE HELP- OFFICE,
- MORE INDIVIDUALS HELPING//P INCREASING THE STAFF//P IT TOOK A WHILE TO GET WAITED ON//P NOTHING ELSE
- JUST TO HIRE A LITTLE BIT MORE STAFF//P BECAUSE THE VOLUME IS SO HIGH//P THATS ALL
- HAVE MORE PEOPLE
- I WOULD MAKE SURE THERE IS ADEQUATE HELP FOR EVERYONE DOWN THERE P//BECAUSE THE PROCESS IS TOO LONG AND THEY DON,T HAVE ENOUGH PEOPLE TO HELP YOU WHEN THEY GO TO LUNCH AND YOU HAVE TO WAIT TILL THEY GET BACK; AND THE PEOPLE THEY ALREADY HAVE DON'T HELP YOU WITH NOTHING P/ NOTHING ELSE
- HAVE MORE PEOPLE THAT ARE BETTER SUITED. P/ NOTHING ELSE
- I GUESS TO HAVE MORE STAFF P/ LIKE WHEN YOU GO INTO THE ZONING AREA THERE IS ONLY ONE PERSON TO DEAL WITH ABOUT 4 OR 5 CUSTOMERS AT A TIME P/ NOTHING ELSE
- THEY NEED TO HIRE MORE HELP. THEIR BIGGEST PROBLEM IS THEY ARE UNDERSTAFFED.I THINK THEIR REQUIREMENTS ARE TO STRENGTHENED. THAT PROBLEM CREATES THEIR UNDER STAFF IN MY OPINION.P/ NOTHING ELSE.
- THEY NEED TO HIRE MORE PEOPLE//P BECAUSE THE LINES WERE KIND OF LONG FOR PERMITS//P THEY NEED TO BE OPEN FIVE DAYS A WEEK AND NOT FOUR//P NOTHING ELSE
- MORE PERSONNEL//P THAT'S ALL
- AT THE INTAKE THEY SHOULD HAVE MORE PEOPLE
- TRIPLE THE NUMBER OF ARBORIST P/ MAKE THEM ACCOUNTABLE
- NEED MORE PLAN CHECKERS P//THEY GOT MORE TO DO THAN THEY CAN DO
- THEY NEED MORE HELP. IT WOULDNT HAVE TO TAKE TO LONG TO GO THROUGH THE PERMIT PROCESS.
- BACKLOG OF PEOPLE WAITING TO SEE PEOPLE, SHORTAGE OF QUALIFIED PEOPLE TO HANDLE CUSTOMERS.
- HIRE MORE PEOPLE P/ BECAUSE THEY HAVE HUGE WAIT TIMES. P/ NOTHING TO ADD
- MAYBE THEY NEED TO HIRE MORE PEOPLE TO HELP IN GETTING A PERMIT NUMBER FROM THE ELECTRICAL DIVISION. GETTING NICER PEOPLE WOULD HELP. P// I DON'T REALLY KNOW WHAT THEIR PROBLEM IS.
- HIRE MORE PEOPLE FOR THE INTAKE DEPARTMENT. P/ I WENT UP THERE TEN DIFFERENT TIMES AND EACH TIME THERE WAS A THREE HOUR WAIT. P/ NOTHING TO ADD

- MORE PEOPLE TO HANDLE THEIR TRAFFIC SO YOU WON'T HAVE TO SIT THERE ALL DAY. P/NOTHING ELSE
- I WOULD GO TO THE ESTABLISHMENT THAT HAVE A PLAN REVIEW THAT IS WELL ESTABLISHED AND MODELED FROM THEM, SUCH AS BIRMINGHAM. IT APPEARS THAT THEY ARE UNDERSTAFFED. THE RESPONSIVENESS IS NOT GOOD FROM ZONING AND OTHER DEPARTMENTS AND IT'S FROM THEIR WORK LOAD.
- ADD MORE PLAN REVIEWERS.
- HIRE MORE PEOPLE WHO ARE MORE CONFIDENT. P/NOTHING ELSE
- THEIR ONLY PROBLEM IS THAT THEY NEED MORE STAFF. P/NOTHING ELSE
- I WOULD GET MORE PEOPLE DOWN THERE TO CUT BACK ON THE WAIT TIME. P/ OR THE PEOPLE THAT ARE THERE TO STOP TALKING ABOUT WHAT HAPPEN LAST NIGHT AND GO TO WORK. I THINK THAT THE PROCESS SHOULD NOT TAKE THAT LONG. THERE ARE PEOPLE AT WORK AT 8:00 AM, THAT CAN'T PARK CLOSE TO THE FACILITY.
- TO SPEED THINGS UP BY HIRING MORE PEOPLE. P/ NOTHING ELSE.
- THEY NEED TO INCREASE IN QUALIFIED STAFF AND INCREASE IN TENTATIVE TRAINING MORE STAFF. P/NOTHING ELSE
- HIRE MORE STAFF AND RELAX OR ADHERE TO OTHER SURROUNDING COUNTIES STANDARDS. FOR EXAMPLE, SUB-DIVIDING TWO LOTS SHOULD NOT REQUIRE A SUB-DIVISION PROCESS AS IN NEIGHBORING COUNTIES. (PROBED N/E)
- MORE PEOPLE ON STAFF. (PROBED N/E) THEY DO A GOOD JOB --JUST DON'T HAVE ENOUGH HELP.
- THEY ARE UNDER-STAFFED, THEY NEED MORE STAFF. P/ I WOULD SEPARATE THE DIFFERENT DEPARTMENTS BY PUTTING THEM IN DIFFERENT BUILDINGS.
- MORE PEOPLE TO TALK TO- UNDERSTAFFED
- GIVE THEM MORE STAFF- OVERALL
- MORE STAFF IN THE PERMITTING OFFICE P/NOTHING ELSE
- GET ENOUGH QUALIFIED STAFF TO LIGHTEN THE WORK LOAD OF THE EXISTING STAFF. P/ NOTHING ELSE.
- PROBABLY, MORE PEOPLE AVAILABLE TO ANSWER PHONES. YOU SHOULDN'T BE GETTING A BUSY SIGNAL AND HAVING TO BE PUT ON HOLD FOR LONG PERIODS OF TIME. BUT ONCE YOU GET THEM ON THE PHONE THEY'RE FINE.
- EMPLOY MORE PEOPLE.
- THEY NEED A LARGER STAFF AND LARGER FACILITIES BECAUSE THE WAIT TIME IS TOO LONG P/NOTHING ELSE
- THEY NEED TO ADD MORE EMPLOYEES TO TRY TO EXPEDITE THE PERMITTING PROCESS. P/ IT TAKES TOO LONG. P// NOTHING ELSE.
- HIRE MORE STAFF

- MORE INSPECTORS.
- HAVE MORE PEOPLE ON REVIEWING.
- I THINK THEY NEED MORE SPACE AND MORE STAFF. P/ OFFICE IS TOO SMALL AND THEY NEED MORE HELP P/ NOTHING ELSE
- MORE PEOPLE THAT KNOW WHAT THEY ARE DOING.P/ PEOPLE THAT WILL ANSWER THE PHONES WHEN YOU NEED THEM. AND YOU SHOULD BE ABLE TO CALL AND SCHEDULE AN INSPECTION TIME INSTEAD OF FAXING IT IN. IT IS A HASSLE.
- MORE PEOPLE. P/ NICER PEOPLE IN THE OFFICE. P/ THE LADIES I UNDERSTAND THAT THEY GET ALOT OF CALLS BUT THEY CAN BE NICER TO US. P/ NOTHING ELSE
- MORE HELP BECAUSE YOU HAVE TO WAIT ALL DAY. P/ NOTHING ELSE
- THEY NEED MORE STAFF.P/NOTHING ELSE
- HIRE MORE STAFF IN SITE DEVELOPMENT
- THEY SEEM SOMEWHAT UNDERSTAFFED, SO I WOULD SAY GET MORE STAFF P/NOTHING ELSE
- CHANGE THE PROCEDURE OF HOW THEY HANDLE THINGS. P/ ADD MORE STAFF.P/ NOTHING ELSE.
- HIRE MORE PEOPLE P/NOTHING ELSE
- GET MORE PEOPLE THAT KNOW WHAT THEIR DOING. P/ NO
- MORE STAFFING P/ NOTHING ELSE
- INCREASE THE NUMBER OF EMPLOYEES IN PERMITTING DEPARTMENT
- HAVE MORE PEOPLE TO HELP THE CUSTOMERS.P/NOTHING ELSE
- MORE STAFF P/ THEY ARE OVERWHELMED WITH TO MANY PERMIT APPLICATIONS AT ONE TIME.ALL THE MONEY THAT THEY ARE MAKING OFF OF THE FEES. I DON'T SEE WHY THEY CAN'T HIRE MORE PEOPLE
- MORE STAFF, SEPERATE THE PEOPLE THAT ARE DOING MAJOR CONSTRUCTION WITH MINOR PROJECTS,MAKE PROCESS MORE SIMPLE, EASIER TO GET A PERMIT P/ FEWER REGULATIONS, SEPERATE THE DIFFERENT AREAS.
- GET MORE HELP IN THE CUSTOMER SERVICE DEPARTMENT. P/ NOTHING ELSE
- GET TWICE MORE STAFF. P/ NOTHING ELSE
- THEY WOULD HAVE TO HIRE MORE PEOPLE
- PUT MORE PEOPLE BECAUSE IT USED TO TAKE LONGER. P/ NOTHING ELSE
- HIRE MORE PEOPLE
- ASK THEM TO HAVE MORE PEOPLE, SO THE ONE PERSON THEY HAVE WANT HAVE A HEAVY LOAD ON THEM
- MORE HELP
- MORE PEOPLE

- GET WONDER BACK. THEY NEED SOME MORE HELP AND EVERYBODY IS STRESSED OUT AND OVERWORKED.
- CAN USE SOME ADDITIONAL HELP
- MORE PEOPLE P/ AMOUNT OF TIME FOR REVIEWS TAKE TOO LONG
- TO HIRE MORE PEOPLE IN INSPECTION DEPARTMENT. P/ NOTHING ELSE
- THEY NEED MORE HELP IN THE PLAN REVIEW DEPARTMENT AND THE ARBORIST DEPARTMENT. P/ THE ARBORIST DEPARTMENT NEEDS TO BE OVERHAULED BECAUSE THEY ONLY HAVE ONE GUY WORKING IN THAT DEPARTMENT. P// NOTHING ELSE.
- MORE STAFF
- THEY NEED MORE QUALIFIED PEOPLE. P/ THE PLAN REVIEW AND ZONING DEPARTMENTS NEED MORE PEOPLE BECAUSE THEY ARE UNDERSTAFFED. P// NOTHING ELSE.
- MORE STAFF
- MORE STAFFING P/ THE AMOUNT OF PEOPLE THAT COME IN DON'T HAVE THE RESOURCES THEY NEED TO TAKE THOSE PEOPLE THEY END UP HAVING TO WAIT TOO LONG TO KNOW WHERE THEY NEED TO GO, OR TO GET ONE THIRD OF THE PROCESS OUT OF THE WAY.
- HIRE MORE EMPLOYEES TO KEEP UP WITH THE DEMAND FOR PERMITS P/ SHORTENING THE TIME THAT IT TAKES PER DEPARTMENT TO REVIEW THE PLAN P/ I WOULD ELIMINATE THE ZONING AND ARBORIST DEPARTMENTS OR COMBINE THE TWO TO SHORTEN THE TIME TO REVIEW THE PLAN
- GET EXPERINCED PERSONNEL, THEY HAVE NO PERSONALITY FOR GOVERNMENT WORKERS. P/ NOTHING ELSE
- ALOT OF PEOPLE SO YOU HAVE TO WAIT SO THEY NEED MORE PEOPLE.
- I WOULD SAY THEY NEED TO PUT MORE PEOPLE TO WORK. P/ I HAD TO WAIT. IT WAS TIME CONSUMING.P/NOTHING ELSE
- ADD MORE STAFF TO GET MORE DONE
- MORE PEOPLE TYPING UP PERMITS
- HAVE MORE PLAN CHECKERS.P/PROCESS NEEDS TO BE FASTER.P/NOTHING ELSE
- HIRE PEOPLE WHO ARE NOT FOREIGNER WHO KNOW ABOUT THE CITY AND PERMITS AND HIRE LOGICAL PEOPLE WHO CAN TRANSLATE WELL AND UNDERSTAND WHAT THEY ARE DOING
- GIVE THEM ADEQUATE STAFF
- HIRE MORE INDEPENDENT CONTRACTORS FOR THE JOB. P/ NEEDS TO BE STREAMLINED. P/ NOTHING ELSE
- THEY NEED TO HIRE MORE PEOPLE
- THEY NEED TO ADD MORE KNOWLEDGEABLE EMPLOYEES
- GET MORE PEOPLE TO ANSWER THE PHONE. P/ NOTHING ELSE

- I WOULD ADD MORE PEOPLE TO THE STAFF.P/THEY DO A TREMENDOUS JOB BUT THEY ARE STRETCHED TO THE LIMIT AND ONLY CAN DO WHAT THEY CAN DO.P/NOTHING ELSE.
- SOMETIMES THEY'RE UNDERSTAFFED. TAKES TOO LONG TO FIND STATUS OF PERMITS
- HIRE ENOUGH PEOPLE SO THEY CAN DO THEIR JOB. P/ NO ACCOUNTABILITY, THE PROCESS IS TOO LONG TO GET YOUR PERMIT. P/ NOTHING ELSE
- GET ENOUGH STAFF PEOPLE TO HELP OUT. P/ NOTHING ELSE
- ADD SOME MORE PEOPLE AT THE ZONING OFFICE P/ NOTHING ELSE
- ADD MORE EMPLOYEES TO THE PLANNING REVIEW DEPARTMENT P/NOTHING
- I WOULD HAVE THEM HIRE MORE INSPECTORS TO TAKE A LOAD OFF THE INSPECTORS THAT THEY CURRENTLY HAVE. IF YOU CALL FOR AN INSPECTION ON MONDAY, YOU MIGHT NOT GET IT TIL THURSDAY.
- I WOULD INCREASE STAFFING. WHAT USED TO TAKE TWO OR THREE DAYS TO COMPLETE NOW TAKES TWO OR THREE WEEKS. P\ NOTHING ELSE
- THEY NEED TO HIRE MORE EXPERIENCED PEOPLE SO THAT THE PROCESS CAN RUN MORE EFFICIENT. P \ NOTHING ELSE.
- THEY NEED TO HIRE MORE COMPETENT PEOPLE. P/ NOTHING ELSE
- HIRE MORE PEOPLE IN INTAKE RESIDENTIAL AND COMMERCIAL. HIRE MORE PEOPLE IN ZONING. HIRE MORE PEOPLE IN PLAN REVIEW AND PUT NORMAN COPLAN BACK IN CHARGE BECAUSE, HE WAS A TROUBLE SHOOTER AND NOW THEY HAVE NO TROUBLE SHOOTER AND HE ALSO NEEDS MORE ASSISTANTS.
- GET MORE PEOPLE TO HELP EXPEDITE YOUR PLANS. P/ NOTHING ELSE
- ADD MORE WORKERS IN THE PROCESS DEPARTMENT FOR THE PERMITTING PROCESS.
- MORE PEOPLE - THEY LOOSE BLUEPRINTS, MORE EFFICIENT, MAPS ARE OUT OF DATE, P/ NOTHING ELSE
- NEEDS MORE STAFF. IT TAKES TOO LONG FOR THE PERMITTING PROCESS. P/ NOTHING ELSE
- MORE INSPECTORS, TAKE TO LONG TO COME OUT. P/ NOTHING ELSE
- MORE PEOPLE WORKING THERE AND A SPECIAL PLACE FOR COMMERCIAL BUILDERS TO APPLY FOR THEIR PERMITS P/ NEED TO HAVE TWO DIFFERENT AREAS FOR PEOPLE WHO NEED SINGLE BUILDING PERMITS AND FOR COMMERCIAL BUILDERS WHO APPLY FOR MULTIPLE BUILDING PERMITS P/ THAT WOULD SPEED UP THE PROCESS FOR EVERYONE P/ NOTHING ELSE
- I WOULD INCREASE THE SIZE OF THE PROFESSIONAL STAFF AND ALOT THEM ASSIGNMENTS ON HANDLING THE PERMITTING PROCESS P/NOTHING ELSE

- TO HIRE MORE PERSONEL P/ THEY ARE UNDERSTAFFED WHICH IS THEY ARE BEHIND.THEY ARE TO EXPENSIVE COMPARED TO CITIES AND COUNTIES. P/ NOTHING ELSE
- HIRE MORE INSPECTORS.
- MORE STAFF IS NEEDED TO TAKE CARE OF THE CLIENTS.
- GET SOME MORE EMPLOYEES BECAUSE THEY NEED A LOT OF PEOPLE. P/ DUE TO EMPLOYEE SHORTAGE THAT'S WHY THE PROCESS TAKES SO LONG. P/ NOTHING ELSE.
- GET MORE PEOPLE IN THE PERMITTING DEPARTMENT BECAUSE THEY HAVING TOO MANY PEOPLE WAITING.
- HIRE MORE INSPECTORS
- ADD MORE INSPECTORS.IT SHOULDN'T TAKE 6 DAYS TO GET AN INSPECTION. P/ NOTHING ELSE
- TO HIRE MORE PEOPLE TO MAKE IT MORE ORGANIZED.P/ NOTHING ELSE
- ADD A COUPLE MORE FIELD GUYS TO THE DEPARTMENTS THAT ARE OVERWHELMED. P/ NOTHING ELSE.
- INCREASE THE NUMBER OF WORKERS ACCEPTING APPLICATIONS. P/ NOTHING ELSE.
- HIRE MORE INSPECTORS.
- THE NEED MORE INSPECTORS BECAUSE THEY ARE A LITTLE BEHIND RIGHT NOW. I THINK THEIR IN THE PROCESS OF DOING THAT. P/ NOTHING ELSE
- THEY NEED TO HIRE MORE CLERKS AND INSPECTORS TO BE MORE EFFICIENT.
- THEY ARE UNDER STAFFED.

Change billing or payment methods/reduce fees

- YOU HAVE TO FAX YOUR REQUEST FOR INSPECTION 8:33AM - 4:30PM. I WOULD LIKE TO SEE THAT THE HOURS BE EXPANDED. I WOULD LIKE THEM TO ACCEPT AMERICAN EXPRESS ALONG WITH VISA, AND MASTERCARD. THE HIGH PRICES THAT ARE CHARGED FOR THE PERMITS.
- EXCEPT CHECKS AS A FORM OF PAYMENT P/ NOTHING ELSE
- TAKE COMPANY CHECKS,INSTEAD OF CASH,CREDIT CARDS, AND CERTIFIED CHECKS FOR BUILDING PERMIT.
- THE ABILITY TO FAX IN THE PERMITS WITH CREDIT CARD PAYMENTS TO CONTINUE.
- GET THE PRICES WITHIN A REASONABLE RANGE P/NOTHING ELSE
- THE PART OF PAYING FOR THE PERMITS- IT IS JUST A SLOW PROCESS.
- THAT I WOULD NOT HAVE TO SUBMIT A CREDIT CARD FOR RE-INSPECTION FEE. (PROBED N/E)
- HAVE AN EASY PAYMENT PROCESS

- THEY NEED TO BE ABLE TO TAKE A CHECK AND IMPROVE THE PARKING DOWN THERE. P/ NOTHING ELSE
- THERE'S TWO THINGS:WE ARE A LOW VOLTAGE COMPANY, THE FEES FOR LOW VOLTAGE ARE VERY CONFUSING. THE ON-LINE PROCESS IS GREAT, BUT I WISH THE CITY WOULD SET UP SOME TYPE OF AUTOMATED BILLING. YOU HAVE TO PAY WITH A CREDIT CARD AND NOT A CHECK WHICH I WOULD LIKE TO PAY WITH. THEY HAVE A PHOTO COPY OF MY CREDIT CARD AND I'M NOT COMFORTABLE WITH THAT. THE REASON IS IN CASE THERE WAS A DISHONEST PERSON THERE; THEY COULD USE THIS INFORMATION. SO, I WOULD JUST LIKE SOME OTHER FORM OF BILL PAYMENT. P/ NOTHING ELSE.
- I DON'T KNOW WHAT TO SAY. I DON'T HAVE NEGATIVE THINGS TO SAY. P/ GIVE THEM ALL A RAISE. IF I HAD ANYTHING NEGATIVE TO SAY IT WOULD BE THAT THE PRICES OF PERMIT ARE PRICEY.
- CHEAPER PERMITS. P/ NOTHING ELSE
- TAKING CHECKS.
- LOWER FEES P/ NOTHING ELSE
- FREE
- GET RID OF THE CREDIT CARDS THAT YOU HAVE TO USE.
- EXPRESS SERVICE IN WHICH YOU PAY HIGHER FEES.
- COST
- I WOULD LIKE FOR THEM TO START ACCEPTING CHECKS P\NOTHING ELSE
- ALLOW THE CUSTOMER TO PAY WITH BY CHECK . P/OVERALL LIKE TO SEE A TIME REDUCTION IN WAITING AND GOING THROUGH THE DIFFERENT DEPARTMENT. P/NOTHING ELSE
- I WOULD LIKE THEM TO ACCEPT AMERICAN EXPRESS AS PAYMENT AND COMPANY CHECKS.
- THAT THEY WOULD MAINTAIN MY CREDIT CARD PROFILE. IT'S AN INCONVENIENCE TO RE-SUBMIT MY CARD INFORMATION AND A COPY OF MY STATE I.D. EVERY TIME I APPLY.
- THEY NEED TO TAKE COMPANY CHECKS. P/ NOTHING ELSE
- THE PAYMENT OPTIONS.P/THE STATE OF GEORGIA YOU HAVE TO WRITE A CHECK,BUT OTHERS YOU CAN PAY WITH CASH.P/NOTHING ELSE
- CREDIT CARDS. P/IF THEY WOULD START ACCEPTING CREDIT CARDS. P/ THEN WE CAN FAX IN THE WORK.P/NOTHING ELSE

Improve customer service in general/ Improve courtesy and friendliness of staff

- THE WRITTEN COMMENTS WERE HANDLED SO POORLY. THEY NEED INTELLIGENT PEOPLE HANDLING THE APPLICATION SUBMISSIONS PROCESS. THEY NEED FRIENDLIER CUSTOMER SERVICE REPRESENTATIVES, WHO KNOW WHAT THEY ARE DOING AND THEY

- NEED TO BE A LITTLE FASTER WITH THE APPLICATION SUBMITTING AND GETTING THE PERMITS OUT AS SOON AS POSSIBLE.
- TO GET RID OF ALL THE SNOBBING PEOPLE IN THE PERMITTING PLACE.SOME OF THE INSPECTOR'S ARE VERY DISRESPECTFUL.P/NOTHING ELSE
 - MAKE EVERYONE LIKE THE PERSON I SAW WHEN I APPLIED FOR MY PERMIT. P/ NOTHING ELSE.
 - CONSISTANCE AND BETTER CUSTOMER SERVICE
 - MAKE THE STAFF FRIENDLIER
 - THAT EVERYBODY THAT COMES INTO THE PERMITTING DEPT GET TREATED THE SAME WAY. P/NOTHING ELSE
 - ACKNOWLEDGABLE STAFF//P EFFICIENT STAFF//P NOTHING ELSE
 - HOLD PEOPLE ACCOUNTABLE. TREAT THE APPLICANTS LIKE CUSTOMERS,THEY CALL US CUSTOMERS BUT THEY DON'T TREAT US LIKE CUSTOMERS.
 - I WOULD SAY RECOMMENDING THAT EACH CITY EMPLOYEE DEAL WITH EACH INDIVIDUAL, INDIVIDUALLY WITHOUT INTERACTING WITH OTHER CUSTOMERS OR EMPLOYEES.PEOPLE ARE CONSISTENTLY GETTING SIDETRACKED.
 - A BETTER CUSTOMER SERVICE P/ NOTHING ELSE
 - THE CONSISTENCY OF THE JOB AND MORE PROFESSIONALISM. ABIDE BY THERE OWN RULES THAT THEY PUT OUT FOR OTHER PEOPLE, MAINLY PLAN REVIEW. THEY HIDE BEHIND THEIR RED PEN. IF THEY LIKE YOU THEN YOU'RE FINE, BUT IF NOT THEY GIVE YOU HELL.
 - NICER PEOPLE IN THE OFFICE,BE MORE HELPFUL AND NOT TO PUT YOU ON ETERNAL WHOLE AND LEAVE YOU THERE FOR 6 MONTHS, AND PUTTING YOU HOLD FOR 20 MINUTES, COME BACK AND SAY WERE ON LUNCH AND YOU WILL HAVE TO CALLBACK. IT WOULD BE HELPFUL IF THE INSPECTORS SIGN OFF ON THE BOOK WHILE THIER IN THE FIELD. P/ NOTHING ELSE.
 - HAVE THE EMPLOYEES COME TO WORK ON TIME; QUIT SOCIALIZING DURING BUSINESS HOURS. THERE'S TOO MUCH MASS CONFUSION.
 - IT WOULD BE TO IMPROVE THE QUALITY OF THE ADMINISTATIVE STAFF.P/NOTHING ELSE.
 - MAKE IT CONDUSIVE P/ THEY ARE SLOW AND DISRESPECTFUL. YOU BASICALLY HAVE TO KISS A** TO GET WHAT YOU NEED. WHEN WE GO WE ARE THE CLIENT. THEY ACT LIKE THEY DON'T WANT CLIENTS. IN THIS SITUATION YOU HAVE NO CHOICES. WHEN YOU GO THERE IT'S LIKE WELL I'M GOING TO HELP YOU CAUSE YOU'RE HERE. YOU'RE NOT HELPING ME YOUR DOING YOUR JOB!!!!
 - THEY SHOULD HAVE A NUMBER SYSTEM AND SERVICE THE PEOPLE BY THE WAY OF THAT NUMBER. P/ PEOPLE CAN JUST COME IN AND GET A POSITION AHEAD OF YOU IF THEY KNOW SOMEONE THAT WORKS THERE.

- THE EMPLOYEES NEED TO CONCENTRATE MORE ON GETTING WORK DONE IN A TIMELY MANNER AND LESS WALKING AROUND.P/NOTHING ELSE.
- I THINK THEY COULD BE A LITTLE MORE GENEROUS.P/THEY WERE TAKING A WHILE.P/NOTHING ELSE
- IMPROVE CUSTOMER SERVICE,THE INSPECTORS THEMSELVES ARE VERY EASY TO DEAL WITH WHEN YOU KNOW WHO THEY ARE, AFTER THE PERMIT HAS BEEN ISSUED THEN YOU WILL KNOW WHO YOUR INSPECTOR IS. P/ NOTHING ELSE
- THEY NEED TO IMPROVE THE CONFIDENCY OF THE PEOPLE THAT WORK ON THE FRONT LINE
- IF I COULD CALL DOWN THERE AND BE ABLE TO TALK WITH SOMEON WITHOUT THEM BEING RUDE TO ME OR ACT LIKE YOU HAVE NO CLUE AS TO WHAT YOU'RE TALKING ABOUT. THE EMPLOYEES ARE RUDE. YOU ALMOST PRAY FOR A MAN TO ANSWER THE PHONE BECAUSE THE FEMALES ESPECCIALY ONE IN PARTICULAR IS VERY RUDE.P/NOTHING ELSE
- THE PEOPLE THAT ANSWERS THE PHONE NEEDS TO HAVE BETTER ATTIDUES. P/ NOTHING ELSE
- MORE EMPLOYEES TRULY CONCERNED WITH HELPING THE CUSTOMERS.I THINK THEY NEED SEPARATE DEPARTMENTS FOR SMALL AND LARGE PROJECTS.
- ANYTIME I CALL IN TO FIND OUT WHETHER I PASS OR FAIL; THEY GIVE ME A HARD TIME. P/ THEY SHOULD HAVE IT ON THE INTERNET.P/ THEIR ADDITUTES ARE REALLY BAD.P/NOTHING ELSE
- THEY WANT YOU TO FAX IN YOUR REQUEST AND I DON'T LIKE THAT CAUSE THEY ALWAYS SAY THEY DIDN'T GET IT OR THEY PROBABLY JUST THROW THE FAX IN THE TRASH.P/YOU USED TO BE ABLE TO CALL OR LEAVE A MESSAGE.THAT MADE ME ALMOST SURE THAT THE PROBLEM OR REQUEST WOULD BE ADDRESSED.P/NOTHING ELSE
- CUSTOMER SERVICE
- THE PEOPLE NEED TO BE MORE HELPFUL.P/ NOTHING ELSE
- MAKE IT MORE FRIENDLY FOR CITIZENS, NOT JUST THE CONTRACTORS AND BUILDERS.
- BETTER CUSTOMER SERVICE P\ SOMEONE BEING ABLE TO QUICKLY RESPOND & GIVE BETTER INFORMATION
- WORK ON PERSONALITY PROVIDE THE COURTEOUS SERVICE THAT WE CAN PROVIDE P/ THE FIELD PEOPLE TERRITORALY BECOMES POSSESIVES.P/ NOTHING ELSE
- BETTER CUSTOMER SERVICE
- FOR THEM TO HAVE A BETTER CUSTOMER SERVICE.
- RECEPTIONIST COULD BE MORE FRIENDLY
- CUSTOMER RELATIONS. P/ NOTHING ELSE.

- CUSTOMER SERVICES, THE WAY THE PEOPLE IN ATLANTA DEALS WITH US. THEY NEED TO IMPROVE THEIR CUSTOMER SERVICES SKILLS. IT IS NOT AS BAD AS IT USED TO BE BUT IT STILL NEEDS IMPROVEMENT. P/ NOTHING ELSE
- CUSTOMER SERVICE IS THE IMPROVEMENT THEY NEED FOR THE PERMITTING PROCESS.P/ NOTHING ELSE.
- THAT THEIR EMPLOYEES DO THEIR JOBS OF PERMITTING INSTEAD ON PERSONAL BUSINESS. P/ NOTHING ELSE.
- THE PEOPLE INVOLVED NEED TO BE MORE HELPFUL
- THAT THE PEOPLE AT THE PERMITTING OFFICE TREAT ME AS IF I WERE A CUSTOMER.
- THEY NEED A BETTER SYSTEM FOR ALL THE CONTRACTORS. P/ EACH CONTRACTORS SHOULD BE ABLE TO GET THEIR OWN PERMIT. P/ THE ATTITUDES DOWN THERE STINKS, THEY NEED TO SPEED UP THE PROCESS IN GETTING YOUR PERMIT. P/ NOTHING ELSE.
- JUST BETTER CUSTOMER SERVICE IN THE OFFICE P\ NOTHING ELSE
- THE CHANGE IN ATTITUDE. SOMETHING MORE CUSTOMER ORIENTED.
- THEY NEED TO IMPROVE CUSTOMER SERVICE TO THEIR CUSTOMERS AND BETTER COMMUNICATION.
- STAFF NEEDS TO BE MORE COURTEOUS. P/ NOTHING ELSE
- THAT THE EMPLOYEES WOULD BE MORE ENTHUSED TO HELP YOU. AND THAT THEY SHOULD TELL ALL THE REQUIREMENTS FOR THE PERMIT AT ONE TIME
- TO TREAT PEOPLE AND SENIOR CITIZENS WITH SOME RESPECT WHEN THEY COME DOWN THERE.P/NOTHING ELSE
- MAKE THEM BE CORDIAL. P/ HAVE THEM TO DIRECT YOU TO YOUR PROPER DEPARTMENT RIGHT AWAY INSEAD OF TRANSFERING YOU OVER AND OVER. P/ NOTHING ELSE

Physical signs indicating where to go / Directions /

- GET EVERYBODY IN THE SAME AREA INSTEAD OF MULTIPLE OFFICES P/ PUT SOME KIND OF SIGNS TELLING YOU WHERE YOU ARE GOING AND WHAT YOU NEED TO HAVE P/ NOTHING ELSE

Make more information available online/ check status of permit/ submit more permits online

- THEY COULD PUT AN AUTOMATION IN THE COMPUTER. INSPECTION COULD BE SIMPLIFIED. YOU SHOULD BE ABLE TO PULL UP A SECTOR OF THE CITY AND SEE HOW IT'S DONE.
- TO BE ABLE TO SCHEDULE INSPECTIONS ON LINE//P INSTEAD OF FAXING IT IN//P NOTHING TO ADD

- PUBLISH REQUIREMENTS AND UPDATE PERMITTING PROCESS ONLINE SO YOU COULD CHECK STATUS OF APPLICATION.
- ON LINE VERIFICATION OF WHERE IN THE PROCESS THE PERMIT IS.P/NOTHING ELSE.
- ON-LINE WITH THE ABILITY TO THE STATUS OF THE PERMIT
- IS TO HAVE ALL OF THEIR ZONING NAMED ON LINE AS FAR AS NAMING THE PARTICULAR PROPERTY WHAT IT IS (R1, R2) TAKE A LOOK AT THE CITY OF SCOTSDALE IN ARIZONA, THERE ON LINE SERVICES IS SUPERB AS FOR AS INFORMATION. ZONING MAPS ON LINE IS WHAT IS REFERRED TO IN THE BEGINNING STATEMENT.
- MAKE EVERYTHING POSSIBLE TO DO ON-LINE. COBB COUNTY SEEMS EASY TO DO EVERYTHING, YOU CAN DO EVERYTHING ON THE PHONE OR ON-LINE. NOT FAX OR GO DOWN THERE. ONLY DO YOU GO THERE ON THE FIRST INITIAL VISIT. WHATS EASY FOR ME IS NOT HAVING TO USE INK OR PAPER, IT MAKES IT MUCH SMOOTHER IN THE OFFICE AND IT SEEMS LIKE IT WOULD MAKE IT SMOOTHER ON THE PERMITTING OFFICE ALSO.
- P/THE WEBSITE IS NOT COMPLETE
- IF THEY COULD TAKE THE PERMIT AN EMAIL IT TO US THAT WOULD BE GOOD OR FAX THE PERMIT NUMBER TO YOU. P/NOTHING ELSE
- THE HVAC ON LINE PERMITTING IF IT IS UP AND RUNNING; IF IT IS UP BECAUSE IT WOULD HAVE BEEN MORE CONVENIENT FOR ME AND BEING ABLE TO SCHEDULE INSPECTIONS ON LINE RATHER THAN REINSPECTIONS P/NOTHING ELSE
- I WOULD LIKE TO SUBMIT MY APPLICATION ONLINE. P/ AND, I WOULD LIKE TO SCHEDULE THE INSPECTIONS AND MAKE THE PAYMENTS ONLINE.
- I WOULD DO EVERYTHING ONLINE WITHOUT HAVING TO GO TO THE BUILDING PERMIT DEPARTMENT
- HAVING ONLINE FEED BACK, BASICALLY A QUICKER RESPONSE TIME FOR THE APPLICATION WHETHER OR NOT IF IT WAS APPROVED OR DENIED.
- I WILL PUT MORE INFORMATION ABOUT THE PROCESS ON THE INTERNET. P/ WITH ALL THE REQUIREMENTS P/ SO THAT YOU CAN LIMIT THE AMOUNT OF VISITS YOU HAVE TO MAKE P/NOTHING ELSE
- A LITTLE MORE INFORMATION ONLINE
- MORE OF THE SYSTEM NEED TO BE COMPUTERIZED SO THERE WOULD BE BETTER ORGIZATION
- REAL TIME ON LINE P/ NOTHING ELSE
- THE CITY OF ATLANTA COULD PUT MORE OF THE PERMITTING PROCESS ONLINE SO YOU CAN DO IT IN ONE DAY OR ONE VISIT. P/ NOTHING ELSE.
- THAT THEY SPEED UP THERE ONLINE SERVICES P/ EVERYTHINGS NOT ONLINE YET P/NOTHING ELSE

- I THINK I WOULD DO SOMETHING ABOUT PUTTING AN ONLINE SOLUTION TO THE STATUS OF YOUR PERMIT.P/ NOTHING
- I WOULD ASK THEM TO COME UP WITH AN ONLINE SYSTEM TO TRACK YOUR APPLICATION AND GIVE AN ESTIMATED TIME FOR REVISIONS AND APPROVAL OF YOUR APPLICATION. BASICALLY, JUST MAKE THE PROCESS LESS OF A HASSLE FOR ME.
- THE PERMIT PROCESS SHOULD BE AUTOMATED WHERE IT GOES TO DEPARTMENT TO DEPARTMENT AND AS A CONSUMER I SHOULD BE ABLE TO CHECK OUT ON LINE AND FIND WHERE THE PERMIT IS LOCATED.P/NOTHING ELSE
- LIKE TO BE ABLE TO FIND STATUS OF PERMIT ONLINE RATHER THAN GO THROUGH CHANNELS OF ALL PEOPLE DOWN THERE.
- TO BE ABLE TO DO MORE STUFF ONLINE. P/ TO BE ABLE TO CHECK THE STATUS OF YOUR APPLICATION, WHAT DEPARTMENT IT IS IN, AND WHICH REVIEWER HAS YOUR PLAN AND IF THEY HAVE RECEIVED IT, IF THEY APPROVED IT, AND ANYTHING ELSE RELATED TO THE APPLICATION. P// NOTHING ELSE.
- FOR EACH PERSON TO BE ABLE TO GET ALL THE REQUIREMENTS ON THE ONLINE WEBSITES SO THAT EVERYONE CAN BE INFORMED BEFORE TAKING A DOZEN TRIPS DOWN THERE, ONLY TO GET PASSED AROUND FROM PERSON TO PERSON WITHOUT BEING CITED WITH ORDINANCES. THEY JUST REALLY NEED TO PUT THE REQUIREMENTS IN PLAIN ENGLISH SO EVERYTHING CAN BE UNDERSTOOD.
- TO DO MORE PERMITTING ONLINE P/NOTHING ELSE
- MAKE EVERYTHING ONLINE OR MAKE REQUESTING THE INSPECTION AND AUTOMATED NUMBER.
- IMPROVING THE ONLINE PROCESS.
- I WOULD LIKE FOR THE URBAN DESIGN DEPARTMENT TO BECOME MORE FLEXIBLE IN THEIR INTERNET PRESENCE P/ THEIR SELECTIONS ONLINE, ARE LIMITED.
- I WOULD SAY PROVIDE THEM WITH AUTOMATED REQUEST SYSTEM. P/ NOTHING ELSE.
- THEY NEED TO MAKE IT AN AUTOMATED SYSTEM, IN TERMS OF PUNCHING YOUR CARD IN TO FIND OUT PERMIT RESULTS. P/ SECERTARY NEEDS NOT TO ANSWER PHONE; NEEDS MORE STAFF. P/ NOTHING ELSE
- QUICKER RESPONSE BACK FROM THE SYSTEM TO VERIFY THAT THE PERMIT HAS BEEN PROCESSED P/ NOTHING ELSE
- ON LINE, I WOULD LIKE TO SEE A QUICKER RESPONSE MAYBE AN ELECTRONIC RECIEPT.
- TRACKING PERMIT WHERE YOU CAN FOLLOW IT THRU
- I WOULD LIKE TO RECIEVE THE PERMIT VIA THE FAX MACHINE OR EMAIL. P/ IT TAKES TOO LONG TO RECEIVE IT IN THE MAIL.

- CHANGE TO COMPUTER SYSTEMS
- THEY DELIVERED THE PERMIT THAT I APPLIED FOR ON THE INTERNET TO THE HOMEOWNER AND NOT TO ME, THE BUILDER. P/ IT SHOULD BE SENT TO BOTH THE HOMEOWNER AND THE BUILDER.
- AUTOMATIC SYSTEM DOESN'T ALWAYS WORK
- SMALL PROJECT SHOULD BE DONE VIA THE COMPUTER WHEN THERE IS NO CHANGES IN THE STRUCTURES (EX. RE-ROOFING). WHEN THE STAFF GOES ON BREAK WHILE THE PEOPLE ARE SITTING THERE AND THEY HAVE TO CONTINUE TO WAIT, THERE SHOULD BE SOME ONE WHO CAN GET SOMETHING DONE IMMEDIATELY. THE WHOLE PROCESS SHOULD BE STREAMLINED, THEY DON'T CARE HOW FRUSTATING IT IS TO US TO HAVE TO WAIT FOR HOURS. STRAINING AT A GNAT AND SWALLOW A CAMEL.-P/NOTHING ELSE
- MAKE IT AN AUTOMATED SYSTEM. P/ NOTHING ELSE
- MORE INFORMATION ON LINE. P/ NOTHING ELSE
- ONLINE TRACKING OF APPROVALS
- EASIER ON ON-LINE PROJECTS TO BE IDENTIFIED.
- THEY NEED AN ONLINE SYSTEM OF NOTIFICATION OF WHETHER YOU PASS OR FAIL AND THE REASON WHY.P/NOTHING ELSE
- THE WHOLE THING ONLINE SO I WANT HAVE TO CALL FOR NOTHING
- SUBMIT ELECTRONICALLY- EVERYTHING AND RECIEVE ANSWERS.P/NOTHING ELSE
- IF DONE ON LINE TO MAKE SURE THAT THEY HAVE A WORKING EMAIL ADDRESS AND TO HAVE SOMEONE TO RESPOND TO THE EMAILS AND PHONES CALL WITHIN A 48 HOURS.-P/NOTHING ELSE
- TO THE WEBSITE
- FINISH ONLINE COMPLETIONS
- TO BE ABLE TO HAVE DIGITAL FILES.THROUGH THE INTERNET.P/NOTHING ELSE
- I THINK THEY SHOULD MOVE IT ON ONLINE. THEY SEEM TO BE UNDER STAFF.NO ONE WANTS TO DO A MINOR UPGRADE WHERE YOU TO HAVE TO WAIT A MONTH FOR INSPECTION.P/NOTHING ELSE
- I WOULD HAVE THE INFORMATION FOR THE PERMITTING PROCESS AVAILABLE ONLINE.P/ I KNOW A LOT OF PEOPLE WHO REFUSE TO DO ANY WORK IN ATLANTA BECAUSE THE SYSTEM IS SO MESSED.
- MORE AUTOMATION
- LET US DO IT ONLINE
- THE ONLINE PERMITTING PROCESS IS A LITTLE SKETCHY, IT'S NOT BROKEN DOWN LIKE THE PAPER. EXAMPLE GAS LINES, BATH FANS AND MISCELLANEOUS DUCT WORK...I CAN'T FIND HOW TO PERMIT THOSE WITHOUT INSTALLING EQUIPMENT.
- KNOWLEDGEABLE OF INTERNET PROCESS
- WHEN YOU GO ON-LINE AND YOU ONLY KNOW THE BUILDING PERMIT NUMBER YOU CANNOT REFERENCE ANY OTHER INFORMATION

- ONLINE ACCESS TO PROJECT STATUS IN REGARDS TO STATUS BY EACH DEPARTMENT AND PLAN REVIEW COMMENTS BY EACH.
- THE ONLINE APPLICATIONS ARE CONFUSING. P/ NEEDS REVISING. P/NOTHING ELSE
- INSPECTIONS ONLINE INSTEAD OF FAX AND TO RETAIN THOSE RESULTS ONLINE
- IF I WERE ABLE TO HAVE MORE ACCESS TO INFORMATION ABOUT THE PERMITTING PROCESS ONLINE.
- I WOULD PUT ALL THE DATA ON LINE SO WE WON'T HAVE TO CALL THEM,IT WILL BE QUICKER P./ NOTHING ELSE
- NEEDS TO DO MORE THINGS ONLINE. P/ THE INSPECTORS ARE BULLY AND IT IS TOO POLITICAL. P/ NOTHING ELSE
- IF YOU COULD COMPLETE THE ENTIRE PROCESS ONLINE.
- WHEN DOING IT ONLINE, THE RECEIPT NEED TO SHOW WHAT WAS PERMITTED THERE. NO ADRESSESES ON THE RECEIPT OR NOTHING.
- THE ONLINE PROCESS NEEDS MORE TRAINED STAFF. P/ EVERY BODY NEEDS TO KNOW WHAT IS GOING ON WITH THE ON LINE PROCESS. P/ NOTHING ELSE
- IT SHOULD BE ALITTLE EASIER TO DO IT ON LINE. P/ NOTHING ELSE
- THEIR ONLINE SYSTEM.P/ ITS VERY DIFFICULT TO FILE ONLINE PERMIT, IT SUPPOSED TO MAKE IT EASIER
- THEY NEED TO GET ONLINE SCHEDULING OF INSPECTIONS. P/ NOTHING ELSE.
- THE FINL REPORT. P/ ONCE YOU PULL YOUR ON-LINE PERMIT. P/ THEY COULD REALLY GET AWAY WITH THE PAYMENT STRUCTURES.P/NOTHING ELSE
- FULL ONLINE PERMITTING. P/ I WOULDN'T HAVE TO GO DOWN TO THE CITY FOR ANYTHING.
- DO THE PROCESS ONLINE. P/ NOTHING ELSE.
- I WOULD HAVE PERCISE INFORMATION ON THE INTERNET. WHEN YOU NEED TO HAVE A PERMIT FOR AN INDIVIUAL. P/ NOTHING ELSE.
- ACCESS TO KNOWLEDGE. P/ WHAT THE WEBSITE IS AND HOW TO DO IT WITHOUT GOING DOWN THERE. P/ JUST BETER ACCESS. P/ OTHER THAN THAT, THEY ARE THE MOST ACCESSIBLE. P/ NOTHING ELSE
- PROVIDING MORE DETAIL INFORMATION ON-LINE. P/ LIKE WHO TO CONTACT,WHAT TO PERMITTED,ETC. P/ NOTHING ELSE.
- PROCESS THE PERMITS ONLINE; SO, I WOULDN'T HAVE TO DEAL WITH ANYONE.
- I WISH THEY HAD SOMEWAY THAT YOU COULD REVIEW YOUR APPLICATION RESULTS ONLINE.

Would not make any changes

- THE PERMIT PROCESS IS OK. THE REQUIREMENT OF ZONING IS VERY DIFFICULT.P/ NOTHING ELSE.

- SHIRLEY FRANKLIN HAS MADE THE PERMITTING PROCESS BETTER ,SINCE SHE HAS BEEN MAYOR.
- I DON'T HAVE NO COMPLAINTS. P/ NOTHING ELSE
- NO
- NO COMPLAINTS P/NOTHING ELSE
- THEIR PROCESS IS GETTING BETTER, THAN THEY WERE.
- I THINK SINCE THEY HAVE GONE TO ONLINE PERMITTING IT IS BETTER THAN IT USED TO BE. P/ I DON'T THINK IT NEEDS TO BE IMPROVED. P/ NOTHING ELSE.
- IT IS PRETTY EFFICIENT SO I WOULDN'T MAKE A CHANGE//P I'M SURE
- P/NOTHING.3
- P/NOTHING.
- BASICALLY IT'S VERY EASY FOR US SINCE THEY HAVE ONLINE PERMITS.
- NOTHING
- WHEN I GOT MY PERMIT, THEY OPENED ON TUESDAY AFTER FIVE. THEY DIDN'T EXPLAIN THAT THE CASHIER CLOSES BEFORE THEY DID. YOU CAN'T GET THE PERMIT. THEY ARE OPEN ON LATE ON TUESDAY, BUT THE CASHIER CLOSES EARLY. THEY WERE MORE THAN HELPFUL. THEY WERE SO COOL. I HAVE BEEN MEANING TO WRITE THE SUPERVISOR AND THANK HIM. HIS NAME WAS ROBERT SATERWHITE. HE WAS VERY COURTEOUS. ABOVE AND BEYOND.
- I WOULD NOT MAKE ANY IMPROVEMENTS TO THE CITY OF ATLANTA'S PERMITTING PROCESS.P/ NOW, ONE CAN SUBMIT THE APPLICATIONS ONLINE.
- EVERYTHING WAS WELL WHEN I WAS THERE P/ I CAN'T THINK OF ANYTHING P/ NOTHING ELSE
- I AM DEALING WITH THE CITY OF COLLEGE PARK P/ BUT WHEN I DEALT WITH ATLANTA I HAD NO PROBLEMS P/ EVERYTHING WENT SMOOTH AND I HAVE NO SUGGESTIONS FOR IMPROVEMENT P/ NOTHING ELSE
- SO FAR SO GOOD. P/ I DON'T REQUIRE ANYTHING. P// NOTHING ELSE.
- I HAVE NO PROBLEM WITH IT.
- NOTHING P/ NOTHING AT ALL
- NOTHING EVERYTHING WAS FINE P/NOTHING ELSE
- IT'S VERY EFFICIENT.IT DOESN'T NEED IMPROVING.
- NOTHING .P/ NOTHING ELSE
- NOW THAT YOU CAN GET PERMITS ON-LINE; I WOULDN'T MAKE ANY CHANGES. P/ NOTHING ELSE.
- I DON'T KNOW .P/ I DON'T GUESS I WOULD MAKE ANY.P/ NOTHING ELSE
- I DON'T KNOW NONE, P/ REALLY I, THINK IT'S FINE.
- THERE IS NOT IMPROVEMENT THAT I WOULD MAKE TO THE CITY OF ATLANTA'S PERMITTING PROCESS. P/ THAT IS ALL.

- I DIDN'T HAVE A BAD EXPERIENCE WITH THEM. P/ NOTHING ELSE
- NONE
- I REALLY DON'T HAVE ANY COMPLAINTS. P/ NOTHING ELSE
- NO IMPROVEMENTS. I'M SURE THERE ARE SOME NEEDED BUT I DON'T KNOW WHAT THEY ARE P/NOTHING ELSE
- NOTHING
- I'M PRETTY PLEASED WITH THEM.
- HAVEN'T HAD ANY COMPLAINTS P/NOTHING ELSE
- I THINK IT'S WORKING VERY WELL P/NOTHING ELSE
- MORE THAN PLEASED
- I HAVE NO PROBLEM WITH ALTANTA'S PERMITTING PROCESS. P/ THERE IS NO IMPROVEMENT THAT I WOULD MAKE.
- I DON'T HAVE ANY COMPLAINTS.
- I THINK THEY PRETTY MUCH HAVE IT DOWN GOOD.
- VERY SMOOTH P/ A LOT BETTER THAN IN THE PAST.
- IT WOULD BE NOTHING AT ALL.
- THEY DO A GOOD JOB
- NOTHING
- CAN'T THINK OF ANYTHING AT THIS TIME. P/ NOTHING ELSE
- NOTHING AT THIS TIME. P/ NOTHING ELSE
- THE PERMITTING PROCESS DOES A GREAT JOB.P/ NOTHING ELSE.
- I DON'T HAVE A GOOD ANSWER. I THINK EVERYTHING IS JUST FINE. P/ NOTHING ELSE.
- I WOULDN'T MAKE ANY CHANGES. P/ NOTHING ELSE.
- I DON'T HAVE ANY PROBLEMS WITH THEM. P/ NOTHING ELSE
- NOTHING AT ALL.
- I WOULDN'T MAKE ANY CHANGES
- NONE
- IT IS PERFECT TO ME. P/ NOTHING ELSE
- I DON'T HAVE ANY IMPROVEMENTS I WOULD RECOMMEND.P/NOTHING ELSE.
- NO CHANGES OFF HAND. P/ NOTHING ELSE
- NONE OTHER THAN THEY WENT THROUGH ONLINE PERMITING.P/ THAT OUGHT TO DO IT. P/NOTHING ELSE.
- I DON'T SEE ANYTHING THAT NEEDS TO BE CHANGED. P/ NOTHING ELSE
- P/ NOTHING
- NONE
- NO IMPROVEMENTS
- I CAN'T THINK OF ANYTHING I'VE ALWAYS HAD A GOOD EXPERIENCE. P/ NOTHING ELSE
- P/ NOTHING
- NONE, LIKE THE ONLINE PROCESS. P/ VISITED DOWN THERE A COUPLE OF TIMES AND IT WAS A MESS. P/NOTHING ELSE

- I'M VERY SATISFIED WITH THE ATLANTA PROCESS P/BECAUSE IT RUNS SMOOTH AND THEIR IS NO PROBLEM P/NOTHING ELSE
- THEY DO A GOOD JOB. P/ NOTHING ELSE
- IT WOULD BE NONE. P/ I AM SATISFIED. P/ NOTHING ELSE
- NONE
- NO CHANGES
- THEY WORKED WELL. I HAVE NO COMPLAINTS
- I DONT THINK YOU CAN. P/ I DON'T KNOW WHAT IT CAN POSSIBLY BE BECAUSE EVERYTHING IS GREAT. P/ NOTHING ELSE
- NOTHING.P/ EVERYTHING IS PERFECT WITH THE CITY OF ATLANTA COMPARED TO OTHER PLACES THAT I'VE TRIED TO GET A BUILDING PERMIT AT. P/ NOTHING ELSE
- I HAVE NO PROBLEMS WITH THEM.
- THERE ARE NO IMPROVEMENTS THAT I WOULD MAKE. P/ THEY ARE DOING AN EXCELLENT JOB WITH THE SOFTWARE.P/NOTHING ELSE
- NO PROBLEMS
- NO CHANGES
- NO CHANGES.
- I WOULDN'T CHANGE ANYTHING BECAUSE I DIDN'T HAVE ANY PROBLEMS. P/ NOTHING ELSE.
- I DIDN'T REALLY SEE ANY ROOM FOR IMPROVEMENT. P/ NOTHING ELSE.
- I WOULDN'T CHANGE ANYTHIHG. P/ NOTHING ELSE.
- NOTHING
- NOTHING. P/ NOTHING ELSE.
- NOTHING WITH THE CITY OF ATLANTA. P/ NOTHING ELSE.
- I DON'T HAVE ANY COMPLAINTS.P/ I AM VERY PLEASED WITH THE WAY. THEY HAVE HANDLED THINGS. P/ I AM PLEASED WITH THE INSPECTORS ON HOW PROMPT THEY ARE. THERE IS ONE THING,BESIDES HAVING THE FAX PERMIT THERE NEEDS TO BE AN EMEMGENCY INSPECTION NUMBER. P/ NOTHING ELSE.

Other Suggestions

- CONSISTENT REVIEW OF ALL PLANS, SOME ARE STRONGER THAN OTHERS.
- CONSISTENCY, JUST BECAUSE THIS LAST PERMIT WAS OK, DOESN'T MEANT THAT A PREVIOUS OR UPCOMMING PERMIT COULD BE A TERRIBLE DISASTER AND IT ALL DEPENDS ON WHO YOU DEAL WITH.
- HAVE THE PLAN REVIEWED AND DONE BY THE ARCHITECTS,OR DESIGN COMMUNITY AND DESIGN CONTRACT
- THAT EMPOLYEEES WOULD TAKE EFFORT TO ORGANIZE AND DETAIL WORK STATIONS.

- I WOULD ENCOURAGE THE STAFF TO WORK WITH THE EXPEDITORS INSTEAD OF AGAINST P/ BECAUSE WE BRING IN A LARGE PORTION OF THE BUSINESS INTO THE CITY P/ NOTHING ELSE
- THE PLAN REVIEW
- THE WHOLE SYSTEM IS TERRIBLE. P/MAKE IT LIKE DEKALB COUNTY.P/NOTHING ELSE
- HAVING TO CALL INSTEAD OF FAXING YOUR REQUEST IN. P/NOTHING ELSE
- MAKE IT MORE CONSISTENT. P/NOTHING ELSE
- AUTOMATED PHONE PROCESS
- TO REMOVE THE DESIGN REVIEW PROCESS FOR RESIDENTIAL CONSTRUCTION, THEY HAVE NO LIABILITY NO WAY P/NOTHING ELSE
- LESS REQUIREMENTS FOR ADDING ROOM ADDITIONS .
- IT WOULD BE CONSISTENCY- IT DEPENDS ON THE DEPARTMENT
- I WOULD ABOLISH PLAN REVIEW FOR LICENSE PROFESSIONALS, IT IS A WASTE OF TIME.
- TREES SHOULD BE ABLE TO BE REMOVED WITHIN REASON.
- MODEL AFTER CITY OF ALPHARETTA PERMIT PROCESS. P/ NOTHING ELSE
- PRIVATIZE IT
- PRIVATIZE IT . P/ IT WOULD TAKE IT COMPLETELY OUT OF THEIR HANDS AND PUT IT INTO THE HANDS OF PEOPLE WHO HAVE TO PRODUCE TO EAT, TO MAKE A LIVING. P/ WELL, I WOULD GET A DIRECTOR IN THERE WHO HAS THE SOME BALLS. PEOPLE WHO ARE ACCOUNTABLE TO SOMEBODY. IT'S A COMBINATION OF IGNORANT AND AUTHORITY. AND A BIG LAYER OF INCOMPETENCE.
- THAT ALL THE PLANS BE PREPARED BY PROFESSIONAL AND CIVIL ENGINEERS.P/NOTHING ELSE
- PRIVATIZE IT
- IT WOULD BE TO BE MORE LENIENT ON SMALL BUSINESSES
- IT WOULD BE A 800 NUMBER YOU COULD CALL P/ WHERE YOU COULD UNDERSTAND ZONING REQUIREMENTS IN YOUR NEIGHBORHOOD; SO YOU CAN PLAN YOUR DEVELOPMENT AHEAD OF TIME P/ NOTHING ELSE
- IMPROVE SITE DEVELOPMENT
- YOU SHOULDN'T HAVE TO HAVE A PERMIT TO TEAR DOWN SOMETHING AND REPLACE IT ON YOUR PROPERTY.
- TO REALLY CHECK OUT THE ISSUES IN EACH PERMIT SUBMITTED.
- IN THE AREAS OF ELECTRICAL AND PLUMBING THEY ARE TOO STRICT./P THAT WOULD BE IT./P THEY SHOULD ALLOW HOMEOWNERS TO DO IT THEMSELVES WITH INSPECTION FROM THE CITY.

- I WOULD PRIVATIZE IT. I WOULD FIND A CITY THAT HAS HIGH MARKS IN THEIR PROCESS AND MODEL IT. IT IS NOT FOR LACK OF PERSONEL. THEY JUST DON'T WANT TO HELP.
- JOB DONE.P/WE NEED TO MAKE IT BETTER WITH GETTING THE JOB DONE.P/NOTHING ELSE
- I WOULD PRIVATIZE THE SERVICE AND TAKE IT OUT OF THEIR HANDS P/ NOTHING ELSE
- I WOULD OPEN 5 DAYS PER WEEK INSTEAD OF 2 OR 3 DAYS A WEEK.
- I THINK THEY SHOULD LOOK AT EACH INDIVIDUAL SITUATION. P/ THEY DON'T THINK ABOUT THE PEOPLE THEY ONLY THINK ABOUT THE MONEY. I DON'T WANT TO DEAL WITH THE CITY OF ATLANTA IF I DON'T HAVE TO.
- DEDALK COUNTY HAS AN EXCELLENT PROCESS (PHONE SERVICE). I THINK ATLANTA SHOULD USE THAT SYSTEM.
- REMOVE CORRUPTION; THIS QUESTIONNAIRE COULD NEVER GRASP THE LEVEL OF DISSATISFICATION
- FIRE, CHUCK ADAIR. P/ FIRING PEOPLE WOULD TAKE NOTICE THEY ARE GENERALLY LAZY.
- FIRE STEVEN HILL ALSO I THINK THAT THEY SHOULD TREAT EVERYONE EQUALLY AND NOT ALLOW INTAKE TO TELL YOU TO USE CERTAIN PEOPLE AND STOP PERMITTING PEDALLING P/ NOTHING ELSE
- HIRE ME
- THE MOST IMPORTANT IS THAT THEY TREAT EVERBODY THAT APPLIES FAIR AND MOST OF ALL BE CONSISTANT. P/NOTHING ELSE.
- THERE SHOULD BE MORE SPECIAL DAYS FOR SPECIFIC PEOPLE, I WENT ON A HOMEOWNERS DAY. ONE EVENING JUST FOR US.- P/NOTHING ELSE
- ALLOW PEOPLE TO MAKE AN APPOINMENT TO GET IN AND OUT. P/ ALLOW THEM TO DO IT ON LINE. P/ NOTHING ELSE
- THE HOURS OF OPERATION NEEDS TO BE NORMAL HOURS, NOT OPENING AT 4:00 IN THE EVENING. P/ NOTHING ELSE
- BETTER LOCATION FOR THE OFFICES. IT IS SO HARD TO GET TO,PARKING IS TERRIBLE AND EXPENSIVE TO HAVE TO STAY ALL DAY-. IT TAKES TOO LONG FOR INTAKE AND EMPLOYEES WALK AWAY FROM THERE DESK WITH NO SUBSTITUTE AND WE JUST WAIT AND WAIT. THEY ARE OVERWORKED AND UNDERSTAFFED AND SOMETHING NEEDS TO BE DONE ABOUT THIS.-P/NOTHING ELSE
- TAKE AWAY THE INSPECTOR TO LOOK AT YOUR DRAWINGS CAUSE IF I'M PAYING FOR PERMIT IT SHOULD COVER IT
- HAVE IT WHERE YOU WOULDN'T HAVE TO GO DOWN AND GET A PERMIT UNDER \$10,000. IT WOULD BE EASIER FOR THE HOMEOWNER. IT WOULD TAKE LESS TIME FOR THEM; ESPECIALLY IF IT WAS EMERGENCY WORK. P/IT WOULD MAKE TAXES CHEAPER FOR THE CITY. P/ NOTHING ELSE

- GO BACK TO PHYSICALLY PERMITTING JOBS BY MAIL. THE INTERNET SERVICE IS RIDICULOUS.
- NOT LOSING YOUR PLANS TWICE AS OF MAKING YOU ADMIT THEM
- THERE NEEDS TO BE MORE I.D SHOWN AS REGARDS TO ALL PERSONS CONCERNED.P/NOTHING ELSE.
- PARKING VALIDATED
- THE INTAKE PROCESS P/NOTHING ELSE
- I HAVE APPLIED FOR SEVERAL PERMITS AND NEVER RECEIVED THEM
- PLAN REVIEW. P/ NOTHING ELSE
- COMPLETELY CHANGE THE ABBORIST RULE. BY THEM NOT SHOWING UP,THE PROCESS OF THE ABBORIST CAN HOLD SCHEDULING AND PROJECTS, NO AVAILABLE CLERKS, CLERKS NOT SHOWING UP, THEN THEY LIE ABOUT BEING THERE. P/ DESTROY THE PERMITT PROCESS DEPARTMENT. IT'S A NIGHTMARE. NO MORE RENOVATION SHOULD BE DONE DUE TO THE ABBORIST DEPARTMENT, BY NOT SHOWING UP, THEY CAN MIX YOUR PROJECT. THEY HAVE IMPLEMENTED NEW RULES. THEY SHOULD IMPOSE THE NEW RULES. THEN THE CLERK DOES NOT INSPECT OR SHOW UP AND LIE ABOUT BEING THERE.
- CONSISTENCY
- I'D SHUT THE WHOLE DAMN THING DOWN, THERE IS NOTHING YOU CAN DO TO IMPROVE IT,BUT SHUT IT DOWN.
- I HAVE A PROBLEM WITH ONE INSPECTOR.
- CHANGE THAT FAXING
- TO MAKE IT POSSIBLE TO GET BUILDING PROJECTS.
- I THINK THEY WOULD MOVE IT FROM ATLANTA'S CITY HALL BECAUSE THERE'S NO PARKING. IT'S DIFFICULT TO GET IN AND OUT.
- I WOULD REPEAL THE TREE LEGISLATION.P/ NOTHING ELSE.
- ONSITE DEVELOPMENT
- THE FIRST WOULD BE TO GET THE CORRUPTION OUT OF WATER SHED MANAGEMENT.P/ NOTHING ELSE.
- OPEN DITCH LAWS SHOULD BE CHANGED.
- IT WOULD BE WORKING WITH THE SITE DEVELOPMENT GROUP. P/ NOTHING ELSE.
- GET RID OF THE TREE ORDINANCE. P/ IF WE HAVE ONE MAKE IT MAKE SENSE, THE TREE ORDINANCE IS WHAT I AM TALKING ABOUT. P/ NOTHING ELSE
- NEEDS TO HAVE MORE PARKING. P/ NOTHING ELSE
- I WOULD REQUIRE WHEN A PERSON GETS A PERMIT THEY SHOULD BE LICENSE.P/ THE PARKING SUCKS.P/THEY ALLOWED A MAN TO GET A PERMIT UNDER MY COMPANY'S NAME. HE JUST WORKED ON THE SAME JOB SITE.P/THEY ARE UNDERSTAFFED.P/NOTHING ELSE
- IT'S BETTER FOR THE CITY TO LET FOREIGNERS LIVE AND DO THINGS ON THERE AS LONG AS IT'S WITHIN THE LAW.

- THE OFFICE END P/ THE WAY THINGS ARE HANDLED ON THE OFFICE END, BUT THE PEOPLE WERE GREAT.P/NOTHING ELSE
- NOT TO HAVE TO GET PERMITS AT ALL
- NEED TO PROLONG THE EXPIRATION DATE ON THE PERMIT FROM 6 MTHS TO 9 MTHS OR 1 YEAR. P/ NOTHING ELSE
- TO NOT HAVE TO GET ONE AT ALL.P/ THAT'S THE ONLY WAY I CAN THINK OF MAKING IT ANY EASIER. P/THAT'S IT.
- I THINK IT WOULD BE THE ADDRESSING PROCESS P/ THEY SHOULD TELL THE PEOPLE WHO BUY THE PERMITS TO MAKE SURE THAT EACH ADDRESS SHOULD MATCH ALL COPIES. THERE ARE SOME CASES WHEN YOU MAY HAVE ROAD AND ROAD ON SOME PERMITS. P/ NOTHING ELSE
- TO OUTSOURCE IT. P/ MY ISSUE IS THAT SOME DEPARTMENTS WILL ALMOST HAVE TO START OVER IT HAS TO DO WITH CITY PLANNING ISSUES.THEY DON'T HAVE ENOUGH PEOPLE IF THEY HIRED ENOUGH PEOPLE TO COME IN AND DO EVERYTHING. P/ THEY NEED TO START WITH SITE DEVELOPMENT AND GO TO BUILING DEPARTMENT. THEY NEED TO HIRE PEOPLE AND TRAIN THEM. IT TAKES MONEY AND THAT'S PROBABLY PART OF THE PROBLEM. THEY DON'T HAVE THAT MONEY. I FOUND ON SEVERAL OCCASIONS THAT I'M MORE KNOWLEDEABLE THAN THE PERSON THAT WAS HELPING ME. I DON'T THEY ARE PROPERLY TRAINING THEIR STAFF. P/ NOTHING ELSE.
- A PLACE TO PARK. P/ BECAUSE THERE IS NO WHERE CLOSE TO PARK, YOU HAVE TO GO MANY BLOCKS. P/ NOTHING ELSE.
- DO AWAY WITH FAXING REQUESTS FOR INSPECTIONS. THEY LOSE THE REQUESTS ON A REGULAR BASIS.
- ELIMINATE PLAN CHECK. P/ NOTHING ELSE.
- EXHIBIT FAIRNESS IN THE SIGN IN PROCESS.
- GIVE HVAC A RAISE, THEY ARE A GOOD DEPARTMENT.
- I HAVE THE PEOPLE WHO WORK FOR THE CITY BE A RESIDENT OF THE CITY.

Don't know

- I DON'T KNOW IF MORE EMPLOYEES WOULD HELP TO SPEED UP THE PROCESS. P// I DON'T KNOW WHAT COULD BE DONE TO IMPROVE IT. P/ NOTHING ELSE.
- I DON'T HAVE ANY RIGHT NOW, IT IS ALL NEW TO US, WE JUST STARTED USING THEM.
- I DON'T KNOW ENOUGH TO SAY P/ I'M NEW TO THIS TYPE OF ENVIROMENT.
- I HAVE NO IDEA.
- I DON'T KNOW RIGHT NOW. P/ THEY HAVE BEEN REALLY FAIR WITH ME P/ NOTHING

- I DON'T KNOW. P/NOTHING ELSE
- RIGHT OFF THE TOP OF MY HEAD I CANT THINK OF ONE P/NOTHING ELSE
- NOT SURE WHAT I WOULD SAY.
- I DON'T KNOW BECAUSE I DON'T KNOW HOW THERE SYSTEM WORKS. P/ I REALLY DON'T KNOW.
- I DON'T KNOW.
- I'M NOT SURE.
- I DON'T KNOW.
- I DON'T KNOW.P/NOTHING ELSE
- I DON'T KNOW
- I DON'T KNOW
- I CAN'T THINK OF ANY
- I CAN'T THINK OF ANY RIGHT NOW
- I CAN'T THINK OF JUST ONE THING.P/BUT THERE IS DEFINATLEY ROOM FOR IMPROVEMAENT.P/NOTHING ELSE.
- I DON'T HAVE ANYTHING
- I CAN'T THINK OF ANY
- I DON'T KNOW OF ANY IMPROVEMENTS THAT I WOULD MAKE.
- I CAN'T THINK OF ANYTHING
- I CAN'T THINK OF ANYTHING
- I CAN'T THINK OF ANYTHING. P/ NOTHING ELSE
- I CAN'T THINK OF ANYTHING FOR THE PLUMBING PART. I DEAL ONLY WITH THE PLUMBING PERMITS. THEY ARE EASY TO GET; SO, I DON'T REALLY KNOW.
- I DON'T HAVE ONE. P/ NOTHING ELSE
- NO COMMENT, CAN'T THINK OF ANYTHING
- I CANNOT SAY, I HAVE NOT DEALT WITH THE OFFICE EXTENSIVELY TO SAY WHAT CAN BE DONE.
- I HAVEN'T GIVEN IT A THOUGHT. P/ NOTHING ELSE
- I DON'T KNOW THEY WERE GOOD.P/ NOTHING ELSE
- I DON'T KNOW.
- I DON'T KNOW P\ NOTHING ELSE.
- I DON'T KNOW.P/ NOTHING ELSE
- DON'T KNOW.P/ NOTHING ELSE
- I DON'T KNOW.P/ NOTHING ELSE
- I DON'T KNOW.
- I DON'T KNOW; FIRST TIME WITH PERMITS. P/ NOTHING
- MAYBE, COULDN'T SAY, FIRST TIME GETTING A BUILDING PERMITT, DON'T KNOW THE DIFFERENCE.
- I DON'T KNOW.P/ NOTHING ELSE
- THE ONE IMPROVEMENT IS A QUESTION I COULDN'T ANSWER. I DIDN'T GO DOWN THERE ENOUGH AND HAVE LITTLE EXPERIENCE.P/NOTHING ELSE.

- NOT SURE WHAT I'D CHANGE
- I DON'T KNOW.P/ NOTHING ELSE
- DON'T KNOW
- I DON'T KNOW
- UNSURE P/ NOTHING ELSE
- I DON'T KNOW WHAT I COULD SAY TO IMPROVE IT.
- I DON'T KNOW. EVERYTHING TAKES TIME.
- UNSURE P/ NOTHING ELSE
- UNSURE P/ NOTHING ELSE
- SINCE THE PERSONEL HAVE CHANGED; I CAN'T GIVE AN HONEST OPINION. P/ NOTHING ELSE.
- I DON'T KNOW. P/ NOTHING ELSE.
- I'M REALLY NOT SURE. P/ NOTHING ELSE
- I HAVE NO IDEA. P/NOTHING ELSE
- I DON'T KNOW RIGHT NOW.

**APPENDIX
C**

Verbatim Responses for Dissatisfaction

Reasons for dissatisfaction with Intake

- POOR CUSTOMER SERVICE, BAD ATTITUDE, AND LACK OF KNOWLEDGE OF STAFF P/ NOTHING ELSE
- SIT TO LONG, NOT ENOUGH SERVICE REPS, TIME CONSUMING, FASTER PLAN REVIEW, SUBMISSION AND GETTING THE PLAN
- IT IS CONFUSING ; A LOT OF WAITING; THERE WERE TOO MANY STOPS P/ GOING TO 4 OR 5 DIFFERENT DESKS P/ NOTHING ELSE
- I WAS TRYING TO GET A PERMIT STRAIGHTENED OUT AND THEY KEEP TELLING TO CALL A CERTAIN NUMBER AND THEN ANOTHER PERSON TELLS YOU TO CALL ANOTHER NUMBER
- THE PROLONGED WAITING PERIOD DUE TO UNDERSTAFFING.
- HOW LONG IT TAKES TO APPLY FOR THE APPLICATION. THE PROCESS IS INEFFICIENT. IT TAKES DAYS IF NOT WEEKS TO RECEIVE A PERMIT. IT'S NOT LIKE THAT IN ANY OTHER COUNTY. MIND YOU. THIS IS RESIDENTIAL NOT COMMERCIAL. ONLY IN ATLANTA, DO, WE HAVE TO WAIT THIS LONG.
- BECAUSE IT TAKES 1 TO 3 HOURS TO GET THROUGH THE PERMITTING PROCESS. P/ NOTHING ELSE.
- THE AMOUNT OF TIME YOU HAVE TO WAIT TO BE SEEN.
- POOR HOURS OF OPERATION AND POOR COMMUNICATION ABOUT THE REQUIREMENTS. P/ NOTHING ELSE.

Reasons for dissatisfaction with Site Development

- I THINK THEY COULD SPEND MORE TIME WITH OWNER AND HONOR THEIR OPINIONS
- LACK OF RESPONSE
- THE STAFF NOT DOING THEIR JOB
- YOU DO NOT INTERFACE WITH THEM DIRECTLY, NOT STAFFED PROPERLY THEY ARE THE BIGGEST BOTTLE NECK
- THEY ARE EXTREMELY UNORGANIZED. P/ THEY HAVE ADDED STEPS TO THE REVIEW PROCESS THAT HAVE MADE IT MORE COMPLICATED. P// THEY DON'T DO A GOOD JOB IN COMMUNICATING WITHIN THEIR DEPARTMENT. P/// NOTHING ELSE.
- THE PERSON THAT HANDLES MOST OF THE SITE DEVELOPMENT TASKS IS NOT AN ENGINEER AND IS NOT QUALIFIED FOR THE JOB. P/ THEY ALSO LOSE PLANS AND THAT COSTS ME A LOT MONEY TO RE-PRINT THE PLANS. P// NOTHING ELSE.
- TIME
- THE PROCESS AND TIME
- TIME FRAME AND LACK OF COMMUNICATION
- THEY ARE INEFFICIENT, TAKE TOO LONG AND LOSE PLANS NOTHING ELSE5

- THEY TOOK FOREVER ON REVIEWING THE PLANS AND GETTING THEM THROUGH. P/ THEY NEVER RETURNED OUR PHONE CALLS.
- THE TIME IT TAKES ; IT TAKES FOREVER; WEEKS AND WEEKS P/ NOTHING ELSE
- EVERYTHING WAS WRONG, THEY DON'T DO A REVIEW, YOU CAN CALL AND CALL AND THEY DON'T EVEN RETURN YOUR CALL. THEY NEED TO FIRE THAT WHOLE DEPT, THEY DON'T KNOW HOW TO TREAT PEOPLE LIKE THEY SHOULD BE TREATED. IT IS REDICULOUS HOW PEOPLE GET TREATED BY THEM. WE CAN'T GET PERMITS IN A TIMELY MANNER.
- MS.HAMILTON WOULD NOT ACCEPT MY CALLS.
- LACK OF RESPONSE AND INCONSISTENT RESPONSE AND DISCOURTEOUSNESS ON THE PART OF THE STAFF P/ NOTHING ELSE
- HA WAS LOCKED UP
- THE SITE DEVELOPEMENT DEPARTMENT ASSIGNES PLANS TO A SINGLE SITE INSPECTOR. THEY BILL YOU FOR IT AND THEY DO NOT CARRY OUT THE INSPECTION. P/ THE DEPARTMENT HAD POOR MANAGEMENT. P/ I THINK IT IS THE MOST POORLY RUN AREA IN THE COUNTRY.
- THAT DEPARTMENT DON'T TIE IN WITH THE OTHER DEPARTMENTS. IT IS BAD CUSTOMER SERVICE.
- THEY DO A POOR JOB OF EXPLAINING WHAT THE PROBLEM IS WITH THE PLANS. THEY BECOME UNREACHABLE TO FIND OUT THE STATUS OF YOUR PLANS.
- TAKE TO LONG
- IT'S TIME CONSUMING. IT'S INEFFICIENT.
- THEY ARE RUDE AND DISCOURTEOUS. IT'S HARD TO GET IN TOUCH WITH ANYONE. THEY PUT YOU ON THE BOTTOM OF THE LIST; IF YOU DON'T KNOW ANYONE THAT WORKS THERE. P/ NOTHING ELSE.
- THE TIME IT TAKES TO GET ANYTHING DONE. P/ NOTHING ELSE

Reasons for dissatisfaction with Arborist

- THE EMPLOESS NOT DOING THEIR JOB
- LACK OF STAFFS
- TIME FRAME AND THE RECREATION THEY HAVE IN PLACE.
- THE EXCESSIVE AMOUNT OF PROBLEMS
- THERE ARE NOT ENOUGH ARBORISTS TO COMPLETE THE WORK TO BE DONE IN THAT DEPARTMENT. P/ NOTHING ELSE.
- THE PROCESS WAS VERY CUMBERSOME
- THE LACK OF COMMUNICATION I EXPERIENCED. P/ I RECEIVED ATTITUDE FROM ONE OF THE ARBORISTS.
- THEY ARE NOT CLEAR ON HOW THEY WANTED THEIR SITE PLAN DEVELOPED AND IT IS HARD TO SEE SOMEONE OR SET AN

APPOINTMENT FOR THEM.P\ THE TIME PROCESS TAKES TOO LONG.
P\NOTHING ELSE

- WRECKING FENCE (TREE REMOVAL) FEES
- ARBORIST HAVE NOW CHANGE THE RULES WHERE YOU CAN SEE A PERSON FACE TO FACE. YOU HAVE TO WAIT TOO LONG TO SEE THEM. P/ TAKES TO LONG TO GET YOUR PROPERTY POSTED. P/ NOTHING ELSE.
- NOT DOING THEIR JOB RULES FOR CONTACT. HOLD UP THE JOB IS GOING TO RUIN THE ECONOMY IF THEY LIE. P/ PERSONEL HAS TO BE FIRED. NEW HIRE, NEW CLERK LIED ABOUT BEING AT SITE AND NEVER SHOWED UP, HARD TO GET APPOINTMENT. NO APPOINTMENT,THE WHOLE PROCESS IS HORRIBLE.
- TOO MANY DELAYS
- BECAUSE, WE HAD A TREE THAT WE NEEDED TO TAKE DOWN. WE WERE TOLD; WE NEEDED A CERTIFIED ARBORIST TO DETERMINE WHETHER OR NOT THE TREE SHOULD COME DOWN. P/ ONCE THE REPORT FROM THE CERTIFIED ARBORIST WAS RECEIVED. IT STATED THAT THE TREE NEEDED TO COME DOWN. THE ARBORIST DEPARTMENT SENT SOMEONE WHO WAS NOT CERTIFIED TO REEXAMINE THE TREE AFTER I PAID FOR A CERTIFEID ARBORIST REPORT. P/ NOTHING ELSE.
- THE LAST TWO PERMITS THAT I APPLIED FOR HAD NO IMPACT ON THE ARBORISTS; IT TOOK THEM MONTHS TO REPLY. THE LAST APPLICATION FOR THE REMOVAL I SUBMITTED TOOK TWO MONTHS FOR APPROVAL ON DANGEROUSLY DEADLY TREES. IN THE TIME IT TOOK THEM TO REPLY SOMEONE COULD'VE GOTTEN KILLED BY THE TREES.
- THEY NEVER ANSWER THE PHONE OR CALL BACK, THEY JUST SHOW UP.
- TOO BUSY; THEY NEED HELP.

Reasons for dissatisfaction with Plan Review

- TA NEW BOSS WHO IS TEARING EVERYBODY ANUTE. OVERWORKED, ONE GIRL IS A TREE HUGGER WHO DENIES EVERYONE, I UNDERSTAND HER MISSION AND SHE SHOULD UNDERSTAND MINE , KRISTIAN LOOMIS NEEDS TO UNDERSTAND THAT HER JOB IS TO WORK WITH THE PEOPLE WHO ARE COMING IN TO TAKE THE TREES OUT, HER JOB IS TO WORK WITH THE PEOPLE IN A RATIONAL MANNER, SHE HORRIBLE. THE SITE DEPARTMENT IS FINE. SETH JACOBS IS TRING TO SHOW EVERYBVODY HE'S A TOUCH GUY, I'M A LICENSED ARCHITECT AND HE THINKS HE'S TEACHING SOMEBODY. IT'S JUST RIDICULOUS TO GET A PERMIT IN ATLANTA, I CHARGE PEOPLE MORE MONEY BECAUSE I HAVE TO GO DOWN TOWN SO MANY TIMES TO GET A BUILDING PERMIT. THE CITY OF ATLANTA IS A MESS DOWN THERE.
- POOR CUSTOMER SERVICE

- THEY WERE VERY INCONSISTENT AND INEFFICIENT. P/ I HAVE HAD SOMEONE IN THE PLAN REVIEW DEPARTMENT MAKE ME SUBMIT MY PLANS FOUR TIMES. P/THE WHOLE PROCESS JUST TAKES TOO LONG. P/IT WILL TAKE A PLAN REVIEWER TO REVIEW A PLAN IN THE SAME TIME IT TAKES TWO DEPARTMENTS TO REVIEW IT.
- TIME IT TOOK TO SEE THE THEM, LIKE DAYS
- IF YOU HAVE 10 OR 15 OR 20 PROBLEMS WITH YOUR PLAN, THEY WILL PICK THE ONE PROBLEM THAT IS MOST OBVIOUS FOR THEM AND MAKE YOU COME BACK FOR EACH OF THE PROBLEMS FOUND. THERE IS NO WAY TO FIX YOUR PROBLEMS WHEN WORKING WITH THE PLANNING DEPARTMENT. THEY ARE NOT THERE FOR ASSISTANCE. THEY ARE THERE JUST TO TELL YOU WHAT IS WRONG WITH YOUR PLANS.
- THEY ARE RUDE AND VERY INCONSIDERATE OF THE PEOPLE WHO DO IT FOR THE FIRST TIME P/ NOTHING ELSE
- THE PROCESSING PROCEDURES P/NO PHONE CALL BACKS NO TIMELESSNESS
- NOT SCHEDULING THE INSPECTIONS AND NOT SHOWING UP FOR THE INSPECTIONS AND YOU NEVER KNOW WHEN THEY GONNA SHOW UP P/ NOTHING ELSE
- WE HAD DONE EVERYTHING WE WERE SUPPOSE TO DO AND WE STILL HAD TO WAIT FOR THE PLAN REVIEW DEPT. A LOT OF PEOPLE ARE NICE AND RESPONSIVE, BUT THE PROCESS IS TOO LONG AND THEY NEED TO HIRE MORE PEOPLE. THE PROCESS IS REALLY UNNECESSARY, IT'S COSTLY AND HAS MADE PEOPLE NOT WANT TO BUILD HERE BECAUSE OF THE DELAYS.
- THE TIME DELAYS AND WASTING MY TIME P/ THE MANY DIFFERENT STEPS YOU HAVE TO GO THROUGH
- BECAUSE THEY DON'T HAVE RESPECT FOR YOUR TIME. P/ GENERALLY, A NEGATIVE ATTITUDE WITH PEOPLE.
- THEY ACT LIKE INSTRUCTORS INSTEAD OF BEING PROFESSIONALS. P/ NOTHING ELSE
- THINGS THAT SHOULD HAVE BEEN REVIEWED WERE NOT. P/ NOTHING ELSE
- POWER HUNGRY P/ INCOMPETENT
- POOR RELATIONS WITH PUBLIC.

Reasons for dissatisfaction with Public Works

- THE BILLING SYSTEM IS MESSED AND THEY ARE VERY RUDE AND DISRESPECTFUL NO CUSTOMER SERVICE AND THEY ARE NOT BUSINESS MINDED. THEY THREATEN THE CUSTOMERS. P/NOTHING ELSE.

- THE LENGTH OF TIME, IT WAS THE FAULT OF THE BUILDING DEPT AND NOT THE WATER DEPT.
- IT WAS TOO DETAILED AND POOR EXPLANATION
- BECAUSE FOR THE PROCESS WE WERE SUPPOSED TO GET A REFUND FOR THE MONEY WE PAID AND WE DID NOT RECIEVE OUR REFUND CHECK P/ NOTHING ELSE
- INACCURATE SEWER PLAQUE.P/NOTHING ELSE.
- THEY TORE UP MY PROPERTY. P/THEY THREW DEBRIS ON IT AND TORE DOWN MY SILK FENCE. P/NOTHING ELSE.
- THEY ACTUALLY LOST MY DRAWINGS. THEY WERE SUPPOSED TO CHECK. P/I HAD TO GO TO THEIR OFFICE TO TRY TO RETRIEVE THOSE DRAWINGS. P/THATS ALL
- WE HAVE TO REISSUE FOR SIGN OFF. P/ NOTHING ELSE.
- THEY ARE VERY INEFFICIENT. THEY DO NOT RETURN PHONES CALLS. THEY ARE VERY HARD TO GET IN CONTACT WITH.
- THEIR PROFESSIONALISM WAS VERY LOW. P/ NOTHING ELSE.
- THERE WAS NO ACCOUNTABILITY AND NO COMMUNICATION.
- CUSTOMER SERVICE.

Reasons for dissatisfaction with Inspection

- COMMUNICATION WOULD BE THE MAIN THING, THEY DIDN'T FOLLOW THROUGH, NOT ENOUGH CONTACT WITH US OR THE INSPECTION DEPARTMENT.
- YOU CAN'T GET A HOLD OF THE PEOPLE, THEY DON'T RETURN YOUR CALLS, THEY DON'T SHOW UP FOR INSPECTION.
- WELL GENERALLY, THE RULES ARE SELECTIVELY ENFORCED. THEIR ATTITUDES ARE GENERALLY NASTY, AND IT HAS VERY LITTLE TO DO WITH RIGHT AND WRONG AND EVERYTHING TO DO WITH THEM BEING IN CONTROL. THE WHOLE THING IS ABOUT THEM BEING IN CONTROL AND NO ACCOUNTABILITY OR RESPONSIBLILITY ON THEIR PART P/ IF YOU TURN ONE OF THEM IN FOR DOING WRONG OR SOMETHING LIKE THAT , THEN THEY ALL KIND OF GET TOGETHER AND THEN THEY JUST SORT OF MAKE SURE THAT YOUR PROJECT IS HELD UP OR DELAYED. THEY KNOW THEY CAN'T GET IN TROUBLE . THEIR ATTITUDE IS, JUST SUE US , WE DON'T CARE. CAUSE YOU CAN'T SUE THEM. IF YOU TRY TO SUE, THEN YOU'LL BE SUING THE GOVERNMENT, AND NOONE WANTS TO SUE THE GOVERNMENT CAUSE THEY HAVE UNLIMITED RESOURCES AND TIME. AS A DEVELOPER YOU DON'T HAVE MUCH TIME.....AND WITH THE CITY, THE LAW DEPARTMENT, THEY'LL SAY, SUE US, WE'LL JUST HOLD IT UP FOR SIX YEARS..... P/ THERE IS NO ACCOUNTABLITY, IT'S NON EXITENT P/ ALOT OF THE PEOPLE IN THERE, THEY HAVE A BAD CULTURE IN THE BUILDING DEPARTMENT, AND IT'S REALLY COUNTERPRODUCTIVE TO THE GROWTH OF THE CITY, THE OLD PROJECTS UNNECCARILY ON

ANYTHING. IF YOU LOOK AT ALL THESE GOVERNMENTS OUTSIDE THE CITY OF ATLANTA , AND YOU CAN GET A PERMIT IN TWO HOURS TO TWO WEEKS. A SIMILAR PERMIT IN ATLANTA CAN BE TWO WEEKS TO TWO YEARS. THE MOST AGGREGIOUS THING OF THE WHOLE BUILDING DEPARTMENT IS THE TREE ORDINANCE. IT IS INCREDIBLY EXTREME. P/ IT'S EXTREME. THE WHOLE PROCESS IS EXTREME. THAT WHOLE ARBORICE DEPARTMENT IS LIKE A NAZI BOOT CAMP OR SOMETHING. THEY'RE LIKE NAZIS ABOUT THOSE TREES AND IT'S INCREDIBLY UNFAIR. THEY ARE INSANE ABOUT THESE TREES, IT'S TOO EXTREME. P/ FOR EXAMPLE , FOR EACH HOUSE , THERE IS A MINIMUM OF 50 THOUSAND DOLLARS ATTACHED TO THE PRICE OF THAT HOUSE TO DEAL WITH JUST THE TREE PROCESS. AND IF YOU DON'T, IF YOU ROLL OVER A TREE ROOT IN THAT AREA THEY COULD FINE YOU FOR KILLING A TREE. IF YOU GET IN AN AREA THEY CALL THE CRITICAL ROOT ZONE. IT COULD BE LIKE A THOUSAND DOLLARS AN INCH. AND HERE'S A QUESTION I'M TRYIN TO GET AN ANSWER TO. THEY SAY IF YOU DIG WITHIN THE CRITICAL ROOT ZONE, THE TREE IS GONNA DIE WITHIN FIVE YEARS. I WANNA KNOW HOW MANY TREES THEY HAVE ON RECORD THAT HAVE DIED BECAUSE WORK WAS DONE. THEIR GENERAL ATTITUDE IS WE'RE IN POWER. AND YOU DON'T HAVE TO LIKE IT YOU JUST HAVE TO DO IT, WHETHER IT'S WRONG OR RIGHT. IF YOU HAVE A LICENCED ARCHITECT OR ENGINEER , YOU HAVE PEOPLE DOWN THERE WHO ARE NEITHER TELLING THEM WHAT TO DO AND WHAT TO CHANGE AND WHAT'S BEST. AND EVERY TIME THEY COME UP WITH A PROCESS TO MAKE IT EASIER THEY MAKE IT MORE DIFFICULT. AND MOST OF THEM HAVE NEVER RUN ANY KIND OF BUSINESS AND THEY DON'T HAVE ANY UNDERSTANDING HOW BUSINESS IS DONE. IT'S VERY UNPROFESSIONAL. IF THEY DON'T PRODUCE ANYTHING THEY'RE GONNA GET A CHECK EVERY WEEK. WHETHER THEY DO ANY WORK OR NOT. IF YOU CUT THE CITY STAFF BY ABOUT A THIRD, YOU WOULD NOT EVEN NOTICE A DIFFERENCE IN THE SERVICE.

- I FELT LIKE I HAD A LEGITIMATE CLAIM AND THE PERSON THAT RAN THAT DEPARTMENT WAS NOT FLEXIBLE
- THE INSPECTOR DROPPED BY FOR A SUPRISE INSPECTION AND WAS EAGER TO STOP THE WORK AND HAVE EVERYTHING RIPPED UP. HE WAS DISSAPPOINTED TO FIND OUT THE PERMIT WAS IN PLACE.

Reasons for dissatisfaction with Urban Design

- THEY TAKE TOO LONG TO REVIEW AND ALOT OF THEIR RULES ARE BASED ON THEIR OPINIONS P/ NOTHING ELSE
- P/ COULDN'T UNDERSTAND WHAT THEY WANTES FROM HIM,
- THEY SEEM LIKE THEY WERE OBJECTLY CREATING RULES AS THEY WENT P/NOTHING ELSE

- ARBITRARY P/ THAT DEPARMENT IT REALLY DEPENDS ON WHO YOU DEAL WITH.
- IT TAKES US 30, 60, TO 90 DAYS TO GET A PERMIT. P/ I CAN GO SOMEWHERE ELSE AND GET A PERMIT IN ONE DAY. P/ NOTHING ELSE

Reasons for dissatisfaction with Bureau of Planning

- LONG WAITING TIME. P/ IT GETS WORSE EVERYDAY. P/ THE MORE THEY TRY TO FIX THE MORE THEY MESS IT UP. P/ THE EMPLOYEES RUN THE SHOW. P/ NOTHING ELSE.
- IT APPEARS TO HAVE TERRIBLE REQUIREMENTS. SOMETIMES YOU HAVE TO TRY TO FIX PAST MISTAKES THAT HAVE NOTHING TO DO WITH THE CURRENT JOB.

Reasons for dissatisfaction with Other Departments not Identified or General Dissatisfaction Comments

- BECAUSE THEY LOST THE PAPER WORK I HAD TO GO THROUGH THE PROCESS AGAIN
- THE PEOPLE(PLAN INTAKE)./TOO MUCH NONSENSE GOING ON.P/NOTHING ELSE
- THEY WERE VERY DISORGANIZED, RUDE. IT TOOK ENTIRELY TOO LONG
- THE TIMELINESS TO REVIEW PLANS.P/IT TAKES TOO LONG/OVER 60 DAYS ON AVERAGE.P/NOTHING ELSE.
- THE LENGTH OF TIME IT TOOK TO GET THE BUILDING PERMIT P/NOTHING ELSE
- THE INEFFICIENCY OF THE DEPARTMENT AND THE TIME IT TOOK TO PULL THE PERMIT
- BAD COMMUNICATION.P/NOTHING ELSE
- ETHICS. P/ NOTHING ELSE
- TIMELY EVALUATION OF THE DRAWINGS.
- THEIR EXPLANATION OF WHY THEY MADE US DO CERTAIN THINGS
- IT WAS DIFFICULT TO REACH THEM AND DIFFICULT TO UNDERSTAND THE PERMITTING PROCESS THEY REQUIRE.
- YOU CAN'T TALK THEM TO ASK QUESTIONS. NO APPOINTMENT. THEY ARE NOT THERE FOR YOU. P/ EXTREMELY LONG TIME TO LOOK AT YOUR PLANS MONTHS AND MONTHS.
- SLOW AND INEFFICIENT. P/ ABSOLUTELY HORRIBLE P/ THEY NEED TO REPLACE PEOPLE AND IT'S POORLY MANAGED. P/ NOTHING ELSE
- CUSTOMER SERVICE
- VERY UNORGANIZED; NO SPECIFIC PROCEDURES AND THE PERSON WAS VERY RUDE AND HARD TO GET IN TOUCH WITH. P/ THE PERSON DIDN'T EVER GIVE ME ANY REASONS WHY IT WAS ALWAYS NO.

- I WAS TOLD TO COME IN TO THE REVENUES DEPARTMENT ON AN AFTERNOON IN WHICH I NEEDED TO WORK. P/ I GOT THERE, AND THERE WAS NO URBAN DESIGN BECAUSE THEY WERE CLOSED. THEY WERE NOT ABLE TO HELP ME. I HAD TO GET A PERMIT FROM URBAN DESIGN DEPARTMENT, WHICH IS PART OF THE PERMIT CODE. P/ THE URBAN DESIGN DEPARTMENT NEEDS TO HAVE EVENING HOURS TO HELP PEOPLE GET THEIR PERMITS AND NEEDS. P/ THE WEBSITE FOR THE URBAN DESIGN DEPARTMENT IS NOT USER FRIENDLY FOR PEOPLE WHO NEED A PERMIT. P/ THERE IS NOT A LOT ONE CAN DO ON THE WEBSITE.
- THEY ARE EXTREMELY INEFFICIENT AND IT TAKES TOO LONG.
- THEY ONLY TAKE CASH OR CREDIT CARDS. P/ COMPANY CHECKS ARE MORE CONVENIENT THAN CASH OR CREDIT CARDS. P/ NOTHING ELSE.
- LACK OF COORDINATION BETWEEN THE VARIOUS REVIEWING BODIES. P/ NOTHING ELSE
- THEY WERE NOT COOPERATIVE. THEY NEVER ANSWER THE PHONE. WHEN THEY DO ANSWER THE PHONE; THEY ARE NOT VERY CORDIAL.
- I HAD TO WAIT 30 MINUTES TO TALK TO SOMEONE. WHEN I TALKED WITH AN EMPLOYEE; I GOT THE RUN-A-ROUND.
- I HAD TO RETURN THREE TIMES TO GET THE PERMIT.
- THE PROCESS IS DIFFICULT. P/ BECAUSE IT'S NOT CONSISTENT; MEANING WHO YOU SEE. THEY MAKE UP THEIR OWN RULES. P/ NOTHING ELSE.
- TIMELINESS
- BECAUSE STEVEN HILL IS RUDE. HE DOESN'T KNOW WHAT HE IS DOING AND HE IS A SMART A** P/ NOTHING ELSE
- IT IS TOO CONFUSING. CERTAIN STEPS ARE REDUNDANT. NOT A GOOD SET UP. NEEDS PLENTY HELP.
- I HAD A HARD TIME GETTING A CALL BACK. THEY WOULD NOT COMPLETE IT ON TIME. I THINK THAT AT THIS POINT IT MATTERS; WHO YOU TALK WITH OR WHO YOU ARE TO SEE; IF THE PLAN WILL BE COMPLETED ON TIME OR NOT. P/ NOTHING ELSE
- THEY DICTATE THE REQUIREMENTS WITHOUT HAVING THE KNOWLEDGE OR BEING WELL INFORMED ABOUT THE BUILDING MATERIALS REQUIRED FOR THE JOB.
- THEY WERE VERY DIFFICULT TO WORK WITH AND QUITE RUDE.